

**Casey  
Cardinia  
Libraries**

*'Inspiring spaces where everyone is free to discover possibilities'.*

## **AGENDA**

**Board Meeting**  
**Wednesday 23 November 2022**  
**4.00pm**

Bunjil Place Library – Meeting Room 3 and 4

1.	Present	
2.	Apologies	
3.	Acknowledgement of the Traditional Owners	
4.	Election of Chairperson	
5.	Confirmation of CCL Board Membership for 2023	
6.	Declaration of Conflicts of Interest	
7.	Confirmation of the Minutes of The Casey-Cardinia Library Corporation (CCL) Board Meeting held on Wednesday 26 October 2022.	
8.	In-Camera	
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IN-CAMERA

CC56/2022	CCL TRANSITION
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IN-CAMERA

CC57/2022	EMPLOYMENT MATTER
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## STRATEGIES/PLANS

CC58/2022      DRAFT BUDGET 2023-2024

*Report prepared by Emily Ramaswamy*

### Purpose

To provide the draft estimates for the operating budget for the 2023 – 2024 financial year.

*CCL Library Plan reference – 4.5, 4.6*

### Background

A draft budget for the 2023 – 2024 financial year has been prepared with input from the CCL Executive and Leadership Teams.

This Budget takes into account key decisions made by the CCL Board made throughout the course of the 2022 – 2023 financial year. This budget is based on a principle of “business-as-usual” for the remaining CCL Library Branches and covers the full financial year.

The final version of the Budget will be presented to the Board for adoption in June 2023 after it has been advertised to the community in May.

### Discussion

This budget has allowed for the removal of operating costs of Cardinia branches, maintaining CCL staffing levels as at 1 December 2022. Outcomes of the planned 2023 CCL Internal Service Review have not been included at this stage. Explanatory notes have been included for all line items to show their treatment compared with the 2023 Budget.

Comprehensive Income Statement For the Years ending June 30					
	Note	Budget 2022-23	Budget 2023-24	Actuals 2021-22	2023-24 Variance to 2022-23
<b>Revenue</b>					
Council Contributions	1	8,926,017	6,729,840	8,772,499	-24.6%
State Government Grants	2	2,965,433	2,207,392	2,867,664	-25.6%
CFC Grant Funding	3	185,497	0	192,094	-100.0%
Interest on Investments	4	15,750	87,500	21,398	455.6%
Other income	5	233,325	182,786	122,771	-21.7%
Total Income		12,326,022	9,207,518	11,976,426	-25.3%
<b>Expenditure</b>					
Employee Costs	6	9,263,795	7,421,373	8,832,200	-19.9%
CFC Expenditure	7	170,395	0	154,867	-100.0%
IT & Communications	8	765,500	655,500	796,467	-14.4%
Library Materials	9	389,692	342,740	385,677	-12.0%
Promotions & Marketing	10	142,215	88,040	137,774	-38.1%
Administration	11	529,865	449,405	462,098	-15.2%
Depreciation	12	1,332,813	1,066,300	1,428,471	-20.0%
Total Expenditure		12,423,881	10,023,358	12,042,687	-19.3%
Net Gain (loss) disposal of plant & Equipment		0	0	(2,536)	
Total comprehensive result		(97,859)	(815,840)	(68,797)	

### Income Statement

#### Revenue

1. **Council Contributions** – 1.75% increase on Casey FY23 Contribution
2. **State Gov** – PLFP assumed 1.5% increase on Casey FY23 Actuals (in line with % increase on prior year). PRC assumed 0% increase on Casey FY23 Actuals (in line with % increase on prior year).
3. **CFC** – Removed
4. **Interest on Investments** – \$2.5million investment balance at 3.5% assumed rate
5. **Other Income** – Printing, library programs & meeting room hire 1.75% increase for remaining Casey branches

#### Expenses

##### 6. Employee Costs

Salaries, Super, Workcover etc have been based on the staffing levels as at 1 December 2022 (with a 2% vacancy rate established in prior year budget)

Staff training & Development budget – decreased by 25.5% + Increased by Rate Cap (1.75%) to account for CPI

7. **CFC** – Removed
8. **IT & Communications** – 2024 estimate only 5% drop overall, many costs are not changed by a reduction in branch staff user accounts.
9. **Library Materials** – Databases (eg. Studiosity) 2024 estimate only 1% drop overall, many costs are not changed by a reduction in library members with Casey population already in the top bracket for many providers. eBooks, Periodicals & Subscriptions – decreased by 25.5% + Increased by Rate Cap (1.75%) to account for CPI
10. **Programs & Marketing** – Marketing Budget – Removal of CFC Budget & Cardinia branches, remaining Increased by Rate Cap (1.75%) to account for CPI. Library Programs decreased by 25.5% + Increased by Rate Cap (1.75%) to account for CPI
11. **Other Expenses**–
  - Audit Fees– no change.
  - Freight – updated in line with quotes
  - Home Delivery – \$0 budget
  - Bank Charges – CPI increase
  - Consultants – decreased by 25.5% + increased by Rate Cap (1.75%) to account for CPI
  - Finance Outsourcing – increased by Rate Cap (1.75%) to account for CPI
  - Equipment – removal of Cardinia branch budgets. Casey branches increased 1.75%
  - Printing & Stationary – removal of Cardinia branch budgets. Casey branches increased 1.75%. Regional Support decreased by 25.5% + increased by Rate Cap (1.75%) to account for CPI
  - OH&S – decreased by 15% + increased by Rate Cap (1.75%) to account for CPI
12. **Depreciation**– Estimate based on remaining assets & budgeted purchases.

Statement of Capital Works For the Years ending June 30					
	Note	Budget 2022-23	Budget 2023-24	Actuals 2021-22	2023-24 Variance to 2022-23
<b>Capital Expenditure</b>					
Library Materials	13	1,246,123	944,607	1,213,508	-24.2%
Motor Vehicles	14	0	42,000	0	
Furniture & Equipment **	15	196,324	148,821	222,263	-24.2%
		1,442,446	1,135,428		

### Capital Expenditure

13. **Motor Vehicle** – 1 new vehicle purchased every 3 years (last purchased April 2021)  
\$42,000 max budget. Existing vehicle assumed to sell for \$20,000
14. **Library Materials** – Decreased by 25.5% + Increased by Rate Cap (1.75%) to account for CPI

15. **Digital Equipment & Furniture** – Digital Equipment decreased by 25.5% + increased by Rate Cap (1.75%) to account for CPI. Furniture – \$0 Budget as all furniture purchases to be funded by Council.
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***RECOMMENDATIONS***

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1. That the Draft Budget 2023–202 Report be noted.

## OFFICERS REPORTS

CC59/2022 FINANCE

*Report prepared by Emily Ramaswamy*

### Purpose

To provide the Board an update on CCL's financial performance as at 31 October 2022.

*CCL Library Plan reference – 4.5, 4.6*

Income Statement					
Month Ended 31 October 2022					
	Total Budget 2022-23	Budget YTD October 2022	Actual YTD October 2022	Variance	% Actual Vs Budget
<b>Income</b>					
Council Contributions	8,926,017	2,975,340	2,975,339	(1)	(0.0%)
Government Grants	2,965,433	1,243,889	1,199,541	(44,347)	(3.6%)
CfC Funding	185,497	0	0	0	
Interest on Investments	15,750	3,853	17,880	14,027	364.1%
Other Income	233,325	63,877	37,085	(26,792)	(41.9%)
<b>Total Income</b>	<b>12,326,022</b>	<b>4,286,959</b>	<b>4,229,845</b>	<b>(57,113)</b>	<b>(1.3%)</b>
<b>Expenditure</b>					
Employee Costs	9,263,795	2,902,037	2,854,069	47,968	1.7%
IT & Communications	765,500	229,257	232,249	(2,992)	(1.3%)
Library Materials	386,692	205,575	211,673	(6,098)	(3.0%)
Promotions & Marketing	145,215	30,952	47,160	(16,208)	(52.4%)
Administration	529,865	194,029	156,339	37,690	19.4%
Depreciation	1,332,813	377,664	440,196	(62,532)	(16.6%)
<b>Total Expenditure</b>	<b>12,423,881</b>	<b>3,939,514</b>	<b>3,941,687</b>	<b>(2,173)</b>	<b>(0.1%)</b>
Net Gain(loss) disposal of plant & equipment	0	0	600	600	
<b>Net result for the reporting period</b>	<b>(97,859)</b>	<b>347,445</b>	<b>288,759</b>	<b>(58,686)</b>	<b>(16.9%)</b>

### Discussion

#### Income

#### Government Grants

50% PLFP Funding that would normally have been received by end of October. Due to the grants now being received directly by Member Councils and funds being forwarded onto CCL, only 5/12 of the grants has been received, to represent the 5 months of funding from 1 July to 30 November 2022.

### Other Income

Other income is underbudget YTD, this is expected to pick up after the withdrawal of Cardinia and re-brand of CCL where more grants will be able to be applied for and donations sought.

### Expenditure

#### Employee Costs

YTD variance in Employee Costs, largely due to the late receipt of the Workcover Premium and reduced travel between the branches.

#### IT & Communications

YTD variance in IT & Communications is entirely timing related. It is expected that IT & Communication will be overspent during the year, due to a requirement to engage external consultants to perform the withdrawal of Cardinia from CCL in a timely manner.

#### Administration

YTD variance in Administration is considered to be largely timing related. The FY2022 Audit invoice has not been received yet.

<b>Capital Expenditure</b>					% Actual
<b>Month Ended 31 October 2022</b>	Total Budget	Budget YTD	Actual YTD		Vs
	2022-23	October 2022	October 2022	Variance	Budget
Library Materials	1,246,123	480,973	400,605	80,368	16.7%
Motor Vehicles	0	0	0	0	0.0%
Furniture & Equipment	196,324	65,440	147,158	(81,718)	(124.9%)
<b>Capital Exp. for the reporting period</b>	<b>1,442,446</b>	<b>546,413</b>	<b>547,763</b>	<b>(1,350)</b>	<b>(0.2%)</b>

### Capital Expenditure

#### Library Materials

Library materials is underspent due to the timing of deliveries, but orders have been placed for the value of the budget.

#### Furniture & Equipment

Digital equipment has been ordered in advance to combat the delivery delays currently being experienced in the global market due to silicone shortages.

### Credit Card Expenditure

Card Holder	Transaction Date	Detail	\$
<b>General Manager, Finance</b>			
October Statement	7/10/2022	Wish Gift Card - Qty 3 gift cards for prizes - Teen Photography Competition	\$60.00
	10/10/2022	Petals Network - Flower Bouquet for Bianca Arter farewell	\$122.95
	18/10/2022	Wish Gift Card - Libraries After Dark programming at Pakenham Library	\$230.00
	20/10/2022	Survey Monkey - Standard Annual Plan renewal subscription for Online Survey Access	\$321.36
<b>Total October 2022</b>			<b>\$734.31</b>
<b>TOTAL</b>			<b>\$734.31</b>

CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING  
Wednesday 23 November 2022

Card Holder	Transaction Date	Detail	\$
<b>General Manager, Digital Operations</b>			
October Statement	3/10/2022	Amazon Web Services - Website Hosting	\$1,271.39
	3/10/2022	Amazon Web Services - Currency Conversion Fee	\$0.85
	5/10/2022	Adobe Creative Cloud - Creative Cloud Licences	\$492.48
	14/10/2022	Zoom. US - Video Conferencing	\$317.12
	17/10/2022	MSFT - Microsoft Office 365	\$352.87
	19/10/2022	Lawrence Vic Pty Ltd - Rental of truck for eWaste/hard waste removal	\$207.91
	19/10/2022	Lawrence Vic Pty Ltd - Bond for Vehicle Hire	\$200.00
	19/10/2022	Coles Express - Diesel for Vehicle for hard waste removal	\$24.27
	20/10/2022	Suez Recycling - Outlook Hallam - E Waste and Hard Rubbish Disposal	\$29.00
	20/10/2022	Lawrence Vic Pty Ltd - Credit - Bond credited back for Vehicle Hire	-\$200.00
	26/10/2022	Freelancer.com - Software Development	\$50.80
<b>Total October 2022</b>			<b>\$2,746.69</b>
<b>TOTAL</b>			<b>\$2,746.69</b>

Card Holder	Transaction Date	Detail	\$
<b>Chief Executive Officer</b>			
October Statement	3/10/2022	Campaign Monitor - October EDM Credits	\$829.40
	5/10/2022	Campaign Monitor - Member update EDM credits	\$829.40
	5/10/2022	News Ltd - Renewal of Australian Newspaper Subscription for Bunjil Place Library	\$572.00
	6/10/2022	Fountain Gate - Toymate - Voucher for Sid the Sloth Competition Prize	\$100.00
	6/10/2022	365 Assistance PL - CEO Vehicle - Roadside assist renewal	\$94.00
	7/10/2022	Acacia Flowers - Flowers - Sandra Cleave Retirement Function	\$100.00
	10/10/2022	Berwick Newsagency - Large Card for Sandra Cleave Retirement Function	\$12.99
	13/10/2022	News Ltd - Renewal of Australian Newspaper Subscription for Emerald Library	\$572.00
	25/10/2022	Buzz Sprout - Podcasting	\$19.87
<b>Total October 2022</b>			<b>\$3,129.66</b>
<b>TOTAL</b>			<b>\$3,129.66</b>

Card Holder	Transaction Date	Detail	\$
<b>General Manager, Organisational Development</b>			
October Statement		NIL Transactions	
<b>Total October 2022</b>			<b>\$0.00</b>
<b>TOTAL</b>			<b>\$0.00</b>

**Bank Reconciliation**

A Bank Reconciliation is available on request.



### **Annual Report 2021-2022 including Financials Complete**

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. Regional Library Corporations were provided an extension this year to submit their Annual Report's including the completed Financial Report by 31 October 2022.

VAGO returned the certification to CCL for the audit on 31 October 2022, the Annual Report 2021-2022 was forwarded to the Minister for Local Government on 31 October 2022. The document is available for viewing on our website.

### **Conclusion**

CCL is managing the current environment with measured financial decisions.

CCL is in a sound financial position.

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### ***RECOMMENDATIONS***

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1. That the Finance Report be noted.

CC60/2022

BUILDINGS AND FACILITIES

*Report prepared by Bec Mitchem*

### Purpose

To provide the Board with an update on library facilities across the Casey and Cardinia region, current and future.

*CCL Library Plan reference – 1.1, 2.1, 2.2, 4.5, 4.7*

### Discussion

#### **Cardinia branches transition to Myli** (*Library Plan reference 4.5, 4.7*)

Facilities improvements for Cardinia branches have been finalised by CCL. CCL will provide Myli an update on the available allocation to date from the minor capital works budget (held by Cardinia), with recommendations for the Pakenham branch regarding priority areas, including shade for the reading garden and improvements to the current foyer spaces.

Emerald Library continues to receive upgrades to the outdoor reading area with the Industrial shade umbrella now in place and used daily by community. We are looking forward to the delivery and installation of the chess tables, bench seat and fixed table to the stairs to complete the project.



#### **Casey branches** (*Library Plan reference 4.5, 4.7*)

Our Casey branches have now finalised most of their fixture and fittings improvements for 2022-2023.

Works for the Endeavour Hills courtyard continue to be developed with community engagement taking place on behalf of CCL and the City of Casey at the annual Town Square Community Christmas party.

Work will begin early next year to identify improvements for our current spaces in 2023-2024. This will incorporate key areas identified for improvement in the Facilities Development Plan as well as identifying new and innovative ways to encourage engagement and collaboration.

Scoping works have also been earmarked for larger scale projects in the coming two years, including improvements to the Hampton Park Library workroom and further upgrades to the Cranbourne Library foyer and external returns.

### Conclusion

CCL in partnership with the member councils, continues to invest in creating safe, inviting, and welcoming places that encourage engagement and a sense of civic pride.

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### *RECOMMENDATIONS*

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1. That the Buildings and Facilities Report be noted.

CC61/2022

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.

*CCL Library Plan reference – 4.6*

## Discussion

### Cardinia Transition (*Library Plan reference 4.6*)

Casey Cardinia Libraries and the Myli teams continue to work closely to identify and prepare systems and contracts for transition. This process also includes planning the transition week.

From November 28, all Cardinia assigned devices will be in Cardinia branches that will allow the Digital Team to remove any CCL specific software (where able) prior to handover. Any “active” devices in use by staff or community will be actioned post Cardinia branch closures – 2.00pm on November 30. Our Digital Team have been testing our procedures for this process, and current projections will have assets “pack down” being completed by 6.00pm where the team will move into final stocktake.

All assets have been reviewed, with assignment based on age and value in line with all branches (and sizes). This process will be followed by an on-site review on November 30 (post “pack down”) to ensure all assigned devices are on site – and catch any equipment that might have made its way on site in November.

All transferring staff have been provided with access to training on how they can continue community engagement through emails and documentation – we will not be transferring emails, contacts, or OneDrive accounts. Branch documentation will be provided to Myli as part of SharePoint templates that they can bring into their Office 365 environment.

CCL hold more than 40 contracts and vendor services, where possible we have identified competing contracts and CCL will just remove the appropriate licences (if possible) and Myli will apply their own licencing. Where synergies existed, we have been working with vendors to transition from our environment to Myli’s. There are a few contracts/services (most notably Telstra) that do not fit within either of these processes and we have been working with these vendors to split our contract/services and handing Myli the newly created account – if this doesn’t occur by 1 December, we have been working with Cardinia to on-bill any of these services until the vendor accounts have actioned the split.

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## RECOMMENDATIONS

1. That the Information, Digital Services and Technology Report be noted.

CC62/2022

PEOPLE AND CULTURE

*Report prepared by Janine Galvin*

## Purpose

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

*CCL Library Plan reference – 1.1, 1.4, 2.4, 3.5, 4.1, 4.3, 4.6, 4.7*

## Discussion

### Training and Development (*Library Plan reference 1.1, 1.4, 3.5, 4.1, 4.3*)

Leadership Training Session on Managing Staff with autism will be scheduled in February 2023. Indigenous Cultural Training also scheduled for 2023. Ongoing meetings with our branch manager/team leaders have begun around goal setting. These include discussing individual staff training needs and designing individual goals and workplans for 2023.

### Staffing (*Library Plan reference 4.1, 4.3*)

#### Recruitment and Rostering

Staff absences has again become a concern with rosters, predominantly staff taking sick leave or carers leave. Managing significant backfills as Cardinia identified staff are starting to exit the organisation, a small number earlier than 30 November.

Now looking to ensure we have extended fixed term contracts to end of February. Still a hold on permanent recruitment until after the 2023 Service Review.

Our rosters are now being organised for December through to February to cover leave, these should be finalised by the end of the November.

#### Talent Attraction & Retention

Our Doveton Team Leader has resigned to take on a leadership position with Myli. No other significant resignations to note.

#### Committees and staff allocations

With staff exiting the organisation to Myli, we are now relooking at all of our committees to ensure we have enough members to keep the libraries running smoothly (eg OHS Reps, OHS Committee, Consultative Committee, Health & Wellbeing Committee). EOIs will start to be sent to staff if we have vacant spots to fill to ensure we are up and running fairly quickly again.

### Health and Wellbeing (*Library Plan reference 4.1, 4.6*)

It has been an emotional time for staff now that Cardinia identified staff are exiting the organisation. Staff are leaning on each other and are making the most of the moments that they are sharing with staff transitioning to Myli. COVID's potential return to Victoria is causing worry amongst some staff. Now the school year is drawing to a close, some staff are fast approaching the juggling act of navigating children, annual leave and work commitments.

#### "The Walk"

The Walk has been a successful team building event for CCL with 60 staff joining in the challenge to walk around Australia. To date we have walked over 21 million steps and are 95% of the way around Australia with 4 days to go. We anticipate we will achieve this in time for the staff party on the 20 November.

**Legislative updates** (*Library Plan reference 4.6, 4.7*)

**Policies**

The policy review process will commence shortly to ensure all our policies are updated to exclude Cardinia libraries. This is a great time to relook at all of our policies in general to ensure they meet our requirements moving forward.

**Transfer of Business** (*Library Plan reference 4.6, 4.7*)

This process is now drawing to a successful close. We are now finalising the return of assets and security tags/keys, the 30 November rostering in Cardinia libraries and exit interviews for staff leaving the organisation.

City of Casey have been incredibly supportive in their payroll department to ensure redundancies are paid promptly and we are working incredibly well together throughout this entire transition process.

Staff Personnel Files will be provided to Myli before the 30 November, upon written consent of the relevant staff member. This process is coordinated and will be delivered on time.

**Staff Party**

The 90s Themed Staff Party is being held on 20 November. We have around 100 staff members expected to attend. We are very excited to celebrate with our colleagues what a wonderful place of work CCL is and wish staff leaving all the very best for the future.

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***RECOMMENDATIONS***

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1. That the People and Culture Report be noted.

CC63/2022 ORGANISATIONAL PERFORMANCE

*Report prepared by Melinda Rogers and Beth Luppino*

## Purpose

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

*CCL Library Plan reference – 4.3, 4.4,*

## Discussion

### Library Usage (Library Plan reference 4.3)

All our branches have been operating to full (pre-COVID) opening hours. Endeavour Hills moving back to their newly renovated branch from the temporary site for the community to access on 20 October. We have seen strong growth in our physical visitation from September to October. In terms of physical visits, this is the first time we have seen our visits reach over 80,000 since February 2020.

Pakenham dropped in September, bouncing back in October. Bunjil Place Library visitation continues to grow month on month. Although Doveton Library may have declined more than 17 percent from September to October, there was a jump in September, and October visitation is consistent with past months.

October traditionally is the time we see larger numbers of students secondary, and tertiary use our spaces for study purposes ahead of exams. Our branches have been great in accommodating the increase, providing more study spaces where possible and providing access to fresh fruit and water as well as the occasional sweet to give them a little boost.

VISITS	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	% Variation Sep/Oct
Cranbourne	11,026	11,426	12,207	11,875	11,603	-2.29%
Doveton	3,624	3,446	3,638	4,444	3,665	-17.53%
Emerald	4,380	3,862	3,928	3,512	3,774	7.46%
Endeavour Hills	5,581	5,825	6,137	3,336	3,580	7.31%
Hampton Park	6,900	6,606	7,607	7,691	7,914	2.90%
Cardinia Mobile	1,857	2,157	2,470	2,002	2,300	14.89%
Bunjil Place	24,318	24,685	26,117	30,478	34,959	14.70%
Pakenham	13,639	14,788	16,209	12,962	16,053	23.85%
<i>Regional Total</i>	<b>71,325</b>	<b>72,795</b>	<b>78,313</b>	<b>76,300</b>	<b>83,848</b>	<b>9.89%</b>
<i>Virtual Visits</i>	<i>88,031</i>	87,683	87,123	83,789	83,088	-0.84%
<b>TOTAL</b>	<b>159,356</b>	<b>160,478</b>	<b>165,436</b>	<b>160,089</b>	<b>166,936</b>	<b>4.28%</b>

Our virtual visits remain strong with all the platforms – our Website, Enterprise and the CCL App.

VIRTUAL VISITS	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	% Variation Sep/Oct
Website	49,777	46,184	47,193	46,183	44,831	-2.93%
Enterprise	20,360	22,040	20,306	18,945	19,228	1.49%
CCL App	17,894	19,459	19,624	18,661	19,029	1.97%
<b>TOTAL</b>	<b>88,031</b>	<b>87,683</b>	<b>87,123</b>	<b>83,789</b>	<b>83,088</b>	<b>-0.84%</b>

Loans, unlike our visits saw a decline month on month in October, Cardinia Mobile and Doveton Library had slight increases September to October. eLoans performance remains strong and steady. Community continues to access our resources in person and online.

LOANS	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	% Variation Sep/Oct
Regional Support	831	860	1,592	764	1,089	42.54%
Cranbourne	34,940	35,316	35,060	33,804	32,275	-4.52%
Doveton	3,382	3,161	3,325	3,228	3,470	7.50%
Emerald	11,532	11,361	13,414	11,343	10,699	-5.68%
Endeavour Hills	14,005	14,871	14,733	11,472	10,077	-12.16%
Hampton Park	12,504	12,532	12,567	12,615	11,936	-5.38%
Cardinia Mobile	6,081	6,241	6,646	5,523	6,358	15.12%
Bunjil Place	47,976	53,002	48,188	46,347	45,568	-1.68%
Pakenham	25,879	27,779	28,549	26,225	26,506	1.07%
<i>Regional Total</i>	<b>157,129</b>	<b>165,123</b>	<b>164,074</b>	<b>151,321</b>	<b>147,978</b>	<b>-2.21%</b>
<i>eLoans</i>	80,387	84,664	76,327	74,355	79,411	6.80%
<b>TOTAL</b>	<b>237,516</b>	<b>249,787</b>	<b>240,401</b>	<b>225,676</b>	<b>227,389</b>	<b>0.76%</b>

The number of holds community are placing has declined in recent months and is significantly down year on year due to the high number of holds placed during the pandemic and branch closures. Holds have also declined due to the pause on system holds across LibsVic in mid-October. System holds were paused as the State Government is out of contract with the statewide courier, and the significant cost increases is not sustainable. PLV is working on this. With the upcoming Cardinia withdrawal CCL have a bubble arrangement with Myli and members can still place holds for items available from a Myli branch.

Membership is steady, once again seeing a slight growth with 101,212 as at 30 October up from 100,775 on 30 September 2022. All branches continue to sign up new members; Bunjil (681), Cranbourne (618) and Pakenham (488) have had the biggest growth in October.

Public PC Internet usage dropped 20 percent in October. Bunjil Place Library had the biggest drop across the region possibly impacted by access to the library with the success and running of the Archibald events.

Despite the drop in PC usage, our Wi-Fi usage has been quite the opposite. There was an increase of over 80 percent in October. All branches around the region had growth ranging from 24 percent at Bunjil Place, all the way up to 145 percent at Pakenham and 197 percent at Hampton Park Library. Again, highlighting usage of libraries spaces, with more community members accessing our Wi-Fi using their own devices. CCL have not seen Wi-Fi usage exceed 13,000 since March 2020.



CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING  
Wednesday 23 November 2022

INTERNET	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	% Variation Sep/Oct
Cranbourne	841	902	977	1,110	1,032	-7.03%
Doveton	502	459	443	488	525	7.58%
Emerald	218	266	304	291	281	-3.44%
Endeavour Hills	573	621	515	443	369	-16.70%
Hampton Park	886	850	827	998	887	-11.12%
Cardinia Mobile	8	10	10	10	5	-50.00%
Bunjil Place	1248	1,443	1,351	1,493	499	-66.58%
Pakenham	821	878	879	836	892	6.70%
<b>TOTAL</b>	<b>5,097</b>	<b>5,429</b>	<b>5,306</b>	<b>5,669</b>	<b>4,490</b>	<b>-20.80%</b>

Wi-Fi	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	% Variation Sep/Oct
Cranbourne	1,620	1,736	1,891	1,590	3,317	108.62%
Doveton	510	465	527	450	992	120.44%
Emerald	360	372	465	420	775	84.52%
Endeavour Hills	750	806	899	690	1,085	57.25%
Hampton Park	870	806	930	750	2,232	197.60%
Cardinia Mobile	90	93	93	120	248	106.67%
Bunjil Place	2,434	2,231	3,115	3,280	4,078	24.33%
Pakenham	1,080	961	1,178	960	2,356	145.42%
<b>TOTAL</b>	<b>7,714</b>	<b>7,470</b>	<b>9,098</b>	<b>8,260</b>	<b>15,083</b>	<b>82.60%</b>

Electronic resources usage remains steady with an increase month on month from September to October. Consistent performers continue to be eAudiobooks, eBooks, eMagazines and Press Reader.

ELECTRONIC RESOURCES	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	% Variation Sep/Oct
Age Library Edition	758	781	795	802	810	1.00%
Bolinda eAudiobooks	13,618	14,835	14,573	14,144	14,104	-0.28%
Bolinda eBooks	7,970	8,846	8,991	8,433	8,581	1.76%
Choice	73	71	49	49	52	6.12%
Freegal Music	8,544	0	0	0	0	-
Kanopy	898	1,195	1,076	850	1,007	18.47%
Libby eAudiobooks	1,056	1,119	1,320	1,236	1,184	-4.21%
Libby eBooks	830	951	953	896	940	4.91%
Libby eMagazines	1,723	1,736	1,845	1,457	1,796	23.27%
Press Reader	44,318	54,307	45,884	45,391	50,146	10.48%
Storybox Library	172	174	179	103	50	-51.46%
Tumblebooks	427	649	662	994	741	-25.45%
<b>TOTAL</b>	<b>80,387</b>	<b>84,664</b>	<b>76,327</b>	<b>74,355</b>	<b>79,411</b>	<b>6.80%</b>

Our digital engagement is strong across many platforms, including eNewsletters, social media, website and the CCL app. There were over 66,000 subscribers for our eNewsletters in October.

CASEY-CARDINIA LIBRARY CORPORATION BOARD MEETING  
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In general, program attendance has not yet returned to pre-COVID levels. In part this is due to workforce restrictions impacting the number of programs we can run. Youth programs targeting the 0 -5 years continues to be popular in the community with Baby Time, Storytime and Tinies Time being the most attended programs during October.

Program Type	Jul 2022		Aug 2022		Sep 2022		Oct 2022	
	Youth attendance	Adult attendance	Youth attendance	Adult attendance	Youth attendance	Adult attendance	Youth attendance	Adult attendance
Baby Time	604	0	1,035	0	488	0	925	0
Book Ninjas	25	0	49	0	20	0	16	0
Group visits	1,233	0	2,122	35	1,042	100	1,486	0
Art and Craft	194	115	9	180	338	128	18	266
STEAM Activities	534	0	668	0	548	0	656	0
Storytime	1,008	0	1,315	0	1,185	0	903	0
Tinies Time	862	0	1,590	0	648	0	1,153	0
Entertainment	353	76	10	0	194	468	42	0
Author Talks/Bookgroups	0	34	0	46	0	76	0	40
Creative writing	17	15	5	9	0	25	3	15
Cooking Home and Garden	0	18	0	15	0	86	1	9
Health and Wellness	0	27	12	24	0	42	10	78
History	0	3	0	0	0	0	0	1
IT and Technology	101	85	168	115	42	39	71	104
Jobs and Employment	0	6	0	10	0	7	0	14
Citizenship and Government	0	15	0	26	0	5	0	12
Learning English	0	126	0	199	0	76	0	154
Libraries After Dark	0	0	0	0	0	35	0	0
MCHC/New Parent Groups	0	4	32	0	0	0	0	0
Social Connection	0	63	0	35	0	28	80	0
Cultural and Identity	0	0	0	12	0	0	0	21
Homework Help	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>4,931</b>	<b>587</b>	<b>7,015</b>	<b>706</b>	<b>4,505</b>	<b>1,115</b>	<b>5,364</b>	<b>714</b>

### Public Libraries Victoria – Library Performance

Each year CCL participates in the Public Library Statistical Survey. The survey is compiled by Ian Phillips on behalf of Public Libraries Victoria. The survey benchmarks every Library Service in Victoria's performance.

The library benchmarking summary from the 2021-2022 PLV Annual Statistical Survey is attached, some key notes:

- COVID significantly affected access to and use of library services over the past three years. The impact has not been equal across all Victorian library services. Caution should therefore be taken when interpreting data for 2019–2020, 2020–2021 and 2021–2022.
- Due to there being some outstanding 2021–2022 data for a small number of small library services, the 2021–2022 data should be considered provisional and at this stage is considered 98–99% accurate.
- CCL continues to serve the largest population, with 20 percent of the population members. Casey Cardinia region continues to see population growth. Active borrowers ranking remains consistent with recent years. Active borrowers is a similar percentage to Greater Dandenong – this may give some indication of how our region’s communities use libraries (ie. for other uses than collection borrowing). *Note: Active borrowers represents members physically borrowing items from the library, it is an average collected over 3 years of data.*
- Cardinia Mobile Library continues to be a top performer in library visits compared with other similar services across the state, a fantastic achievement especially given the COVID environment the last couple of years. Our community clearly love coming aboard on the mobile.
- Our collection size remains consistent with previous years, with 67 percent of our collection purchased in the last 5 years. It is worth noting that this ‘age of collection’ metric continues to be below state target of 70 percent.
- CCL remains in the number one position for digital items turnover, our physical items turnover ranking has dropped marginally but remains high in the rankings.

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#### **RECOMMENDATIONS**

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1. That the Operational Performance Report be noted.

## Casey Cardinia

(from PLV's Annual Survey of Victorian Public Libraries, 2018-19 to 2021-22)

**Note:** Use of public libraries from 2019-20 to 2021-22 has been significantly affected by the COVID-19 pandemic. Impacts varied between metropolitan Melbourne and regional Victoria. Councils adopted different approaches to maintenance of library services and staffing. Different population cohorts responded to the challenges of COVID in different ways. Therefore, **caution must be taken in interpreting the data contained in this report.**

**Note:** Due to reporting delays in three small library services, the **2021-22 data is provisional only** (~98% accurate).

Indicator	Casey Cardinia 2021-22	Ranking (no. of libraries)			
		21-22	20-21	19-20	18-19
		of 50	of 49	of 47	of 47
1. Service setting					
Population	487,536	1	1	1	1
Area serviced (sq. km)	1,692	24	24	22	22
Static branches	7	11	11	12	12
2. Opening hours					
Opening hours per week (brnch+mob)	447	7	7	5	5
Staffed opening hours per week (brnch+mob)	447	5	6	5	5
Average staffed opening hours per branch	56	6	12	4	4
3. Library membership					
Members	99,264	6	3	2	4
Members as % of population	20%	42	40	33	34
Active borrowers	29,427	9	9	9	7
Active borrowers as % of population	6%	48	44	45	46
4. Library visits					
Library visits (brnch+mob)	507,704	5	4	5	5
Mobile library visits	21,586	1	2	1	1
Library visits per capita	1.0	49	41	45	45
Library visits per staff EFT	5,353	37	32	32	31
Library visits per staffed opening hour	34	16	11	16	16
Website visits	504,105	9	7	10	
Website visits per capita	1.0	32	29	33	
Website visitors	205,244	11	13	17	9
Website visitors per capita	0.4	33	36	35	24
5. Collections					
Number of collection items	337,430	6	6	6	6
Collection items per capita	0.69	49	48	46	46
Number of physical items	313,714	6	6	6	5
Physical items per capita	0.64	49	48	45	46
% of physical items purchased in last 5 years	67%	17	18	20	23
Number of digital items	23,716	22	13	17	16
Digital items per capita	0.05	49	49	45	46
6. Loans					
Number of loans and downloads	2,216,273	4	2	3	4
Loans and downloads per capita	4.5	28	23	33	31
Loans of physical items	1,444,004	5	3	4	4
Loans (physical items) per capita	3.0	37	25	35	32
Downloads of digital items	772,269	2	2	3	4

Indicator	Casey Cardinia 2021-22	Ranking (no. of libraries)			
		21-22	20-21	19-20	18-19
		of 50	of 49	of 47	of 47
Downloads (digital items) per capita	1.6	11	17	17	21
Turnover rate (physical items)	4.6	7	3	5	5
Turnover rate (digital items)	32.6	1	1	1	2
Loans (physical items) per active borrower	75	2	3	3	4
Loans (physical items) per staff EFT	15,226	14	7	9	7
<b>7. Library programs</b>					
Number of program attendees	33,279	7	3	6	6
Program attendees per '000 population	68	46	23	36	44
<b>8. Computers</b>					
Number of public access devices	196	3	4	12	10
Devices per '000 population	0.4	30	27	47	44
Hours of technology use per '000 population	70	35	25	29	
Hours of computer use per '000 population	70	26	16	19	
Wifi hours per '000 population					
GB downloads per '000 population	74	14	26	21	
<b>9. Income</b>					
Total income \$M	\$11.56	5	5	7	7
Income from Council \$M	\$8.55	7	7	7	8
Council income as % of total income	74%	35	33	41	44
Income from Council per capita	\$17.54	48	47	46	46
Income from State Govt per capita	\$5.88	48	47	45	45
User fees and charges per capita	\$0.16	37	38	41	
Library service funding per capita *	\$23.71	1	2	45	2
<b>10. Library expenditure</b>					
Total operating expenditure \$M	\$10.35	7	7	7	7
Operating expenditure per capita *	\$21.23	2	1	1	1
Collections expenditure \$M	\$1.60	7	8	7	8
Collections expenditure per capita	\$3.29	50	47	47	47
Collections expenditure as % of total exp.	15%	25	29	27	26
Staff expenditure \$M	\$8.79	4	4	6	5
Staff expenditure per capita #	\$18.02	47	42	43	43
Staff expenditure as % of total expenditure	85%	1	1	1	1
Cost per visit (Total income) *	\$22.77	29	22	24	18
Cost per opening hour (Total income) *	\$539.04	40	41	31	30
Cost per physical loan (Total income) *	\$8.01	8	4	3	3
<b>11. Staffing</b>					
Total staff EFT	94.8	4	3	3	4
Staff EFT per '000 population #	0.19	49	45	44	45
<b>12. Customer satisfaction</b>					
Customer satisfaction rating (out of 10)	9.0	31	5	13	15

\* All indicators are ranked from the highest value to the lowest value, except for two cost and three efficiency indicators where the lowest value is ranked No. 1 (marked \*).

# Ranking of other indicators is contestable. For example, very high or very low levels of staff EFT per capita may represent over- or under-servicing of the municipal/regional population. An average or mid-range figure might be seen as a desirable outcome. The rankings for these indicators have the highest value ranked as No. 1 (marked #).

CC64/2022

## CUSTOMER EXPERIENCE

*Report prepared by Bec Mitchem*

### 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, 1.2, 1.3, 1.4, 1.5, 1.6, 2.2, 2.3, 3.1, 3.4 and 3.5*

Programs and events at CCL provide opportunities to promote the library as a community space where people of all ages 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

#### Partnerships and collaboration (Library Plan reference 2.2, 2.3, 3.1, 3.5)

Staff have been working hard to ensure that the collaboration and partnerships developed remain strong during the transition period. CCL is committed to delivering positive outcomes for community at a local level through strategic partnerships.

#### **Bush Playgroup**

Meeting every Tuesday for the past 5 years, “Bush Playgroup” provides indigenous families an opportunity to connect with Aboriginal culture through the exploration of language, traditional craft and flora and fauna. Facilitated in partnership with Communities for Children Cranbourne, the bush playgroup was at risk of being cancelled when the CFC funding ceased early this year.

Having identified the program as essential to the wellbeing of our local Indigenous community, work began to ensure that partnership could continue into the future.

With the support of the Cranbourne Library youth team, the gardens have been able to continue to offer the program weekly, with up to 20 people in attendance each session. The successful transition of this program has allowed for further conversations to take place on the development of an MOU between CCL and RBG Cranbourne which will capture the cross sharing of training, programs and information to better support our local indigenous community long term.

#### Communities for practice

Hampton Park Library participated in a Community of Practice (CoP) for Early Years services Working with children and families of refugee backgrounds.

Facilitated by Foundation House, staff participated in workshops and meetings and were provided resources from service providers to build professional development within the early years sector and enhance opportunities for people with a refugee background to engage with services.

The library is a key early years’ service provider in the local Hampton Park area. Recently the team have contributed to a new edition of Jeanette Rowe’s book ‘Whose Animals’ – translated into Dari and Samoan, with copies shared throughout early years services and available for borrowing through CCL.

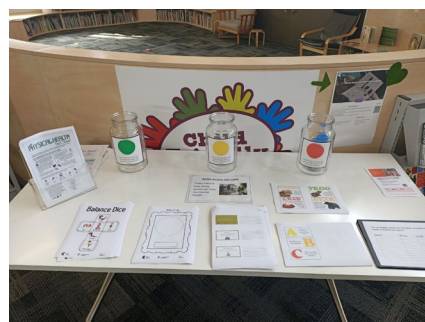
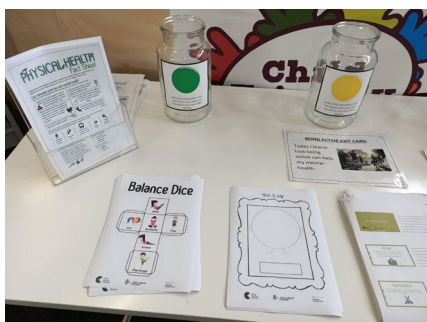
Further partnership opportunities have been identified including

- A partnership with Council around kinder enrolments.
- Working with Dad's Matter to develop a 6-week Lego program encouraging fathers to bring their children to the library
- Increased visitation to local early years' service providers to build awareness of what libraries offer.

### Health and Wellbeing project for parents and carers

CCL has finalised and acquitted our Health and Wellbeing project which was funded by the State Library of Victoria and delivered in partnership with Dandenong Libraries and Monash Health.

It involved some fantastic teamwork both within the CCL team and with partners. The project was able to deliver a range of initiatives, including storytime kits designed in partnership with health care professionals, to help share key health messages with children and adults. There is also online content available via the CCL website to connect parents and carers to additional titles, along with the sharing of storytime resources and key health messages. The project has opened the door to explore further partnership initiatives with those involved.



### Doveton Young Writers Competition

One of CCL's longest partnerships has been with the Friends of Doveton group. Each year the group host a young writer's competition for young people 8 to 15 years.

The Prize-winners celebration was held on October 25, and this year more than 60 people attended to hear the young people read their entries and receive prizes. Award winning author Andrea Rowe kindly contributed time and expertise, providing valuable feedback on each individual entry helping to inspire an ongoing love of writing.



## 16 days of activism

CCL is joining forces with Casey Council and Cardinia Shire to ensure that the message behind the 16 days of activism reaches as many people in our community as possible. We are hosting a comprehensive program of events in partnership with key organisations across all branches, spanning the entire 16 days November 25 – December 10.

Further to this, Funding from Safe & Equal (\$5,000) was secured to develop Storytime Kits that would support Intentional Storytimes during the 16 Days of Activism across all our branches.

We engage with hundreds of children and families every week through our youth programming, the funding will allow us to develop a range of Kindness and Equality Storytime Kits, creating an opportunity to deliver long term impact by changing the narrative of our future adults. The kits contain a curated collection of books and materials promoting gender equality, kindness and respect for differences. The kits also contain support notes for presenters/caregivers. The kits will be delivered at all our storytime sessions and made available for loan to families and community services after the 16 day campaign.

Kate Robertson, Bunjil Place Library Branch Manager, led this project and will be presenting on Saturday November 26 at City of Casey's "*Safe and Equal Casey – Embracing Diversity to prevent gender-based violence*".

## Collections (Library Plan reference 1.2)

CCL has successfully managed the transition of 25.5 percent of the collection to Myli, with a focus on ensuring each collection split meets the needs of the community it serves.

Casey libraries will begin a weeding process in early 2023, with a focus on refreshing the collections and identifying any existing collection or subject gaps.

## Marketing and Promotions (Library Plan reference 3.1)

Our marketing team has had a big month focusing on transition messaging.

By targeting communications to different stakeholder groups appropriately, and providing concise community FAQ's, CCL has managed the transition with little concern or querying from members.

Across the month the team has continued to deliver on expected outcomes including

- 98 downloads of the podcast
- Promotion of the Doveton Young Writers competition
- SID the Sloth competition – 683
- Regular promotion of events
- An article in the Berwick News and Pakenham Gazette promoting the Local History Archive
- Marketing plan for CCL's 2023 re-branding



## NEWS

# The rest is history

By Hugh Pearson

Casey Cardinia Libraries are seeking donations for their local history collection archive.

They're requesting residents of Casey and Cardinia donate books, documents, maps, images, artworks and diaries documenting the local area.

"We're using the donation drive to try and get our community involved in recording the history because that's what our archive is, a community archive for the documents from people, places and groups in the community," local historian for Casey, Kate Davis said.

"We'll be keeping stuff that's donated safely for generations to come so it will be secure and people will be able to access it later."

Items the Casey Cardinia Libraries receive will be catalogued and available online, although some - due to copyright problems - won't be made available online.

"They'll be catalogued but as to whether they're online or not depends on the type of item it is because with images and stuff like that there are certain permissions tied to it," Ms Davis said.

"Most stuff we'll try to find a way to get it online and available."

Residents of Casey and Cardinia will also be able to book appointments with the Cranbourne Library to see the archive in person.

Ms Davis said Casey Cardinia Libraries are



Local historian for Casey, Kate Davis. 300533

Picture: STEWART CHAMBERS

most keen to receive items "that have something to do with Casey or Cardinia".

"As long as it's not an object and it's something we can fit in the room that we don't have already," Ms Davis said.

Casey Cardinia Libraries are hoping their October drive will boost community engagement with the archive.

"Hopefully, it'll be interesting to see what comes in and see what people want to share,"

local historian for Cardinia, Brooke Pickering said.

"It's always interesting to see what people consider as their heritage and what they want to share and that's our role to preserve it and share it with the community on behalf of them."

If you have items you would like to donate to Casey Cardinia Libraries, you can make an appointment by emailing [localhistory@cccl.vic.gov.au](mailto:localhistory@cccl.vic.gov.au) or call 5990 0150.

[berwicknews.starcommunity.com.au](http://berwicknews.starcommunity.com.au)

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## Engagement statistics

SOCIAL MEDIA	Aug 2022	Sep 2022	Oct 2022
Facebook	Followers: 9,023 Reach: 54,594 Engagement: 4305	Followers: 9,124 Reach: 46,538 Engagement: 2,726	Followers: 9,157 Reach: 38,963 Engagement: 2,131
Instagram	Followers: 1,649	Followers: 1,664	Followers: 1,678

## eDM/eNewsletters

Jul 2022	Aug 2022	Sep 2022	Oct2022
Recipients: 62,010 Opens: 29,964 (43%) Click rate: 962 (1.5%)	Recipients: 62,635 Opens: 25,598 (45.3%) Click rate: 1,005 (1.61%)	Recipients: 64,387 Opens: 23,944 (37%) Click rate: 1,642 (2.55%)	Recipients: 66,594 Opens: 27,132 (40.74%) Click rate: 1,409 (2.12%)

## Website

Month	Visits	New Visits	Percentage of new visits	Page Views	Average Session Duration	Bounce Rate
February	42,977	16,554	68.9%	178,381	02:30	10.71%
March	46,923	18,014	69.2%	194,430	02:39	12.07%
April	40,274	15,630	39%	172,162	02:46	12.21%
May	44,803	17,868	40%	187,069	02:48	12.22%
June	40,274	20,810	41.8%	210,073	02:55	13.75%
July	46,184	18,379	39.79%	194,154	02:52	12.5%
August	47,193	19,451	41.2%	195,474	02:46	12.12%
September	46,183	19,922	43.10%	189,779	02:53	15.40%
October	44,831	18,670	41.64%	179,270	02:41	12.25%

## Conclusion

The CCL team continues to find innovative ways to engage community and deliver services and resources.

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***RECOMMENDATIONS***

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1. That the Customer Experience Report be noted.

## GENERAL BUSINESS

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### CC65/2022 BOARD MEMBERS CODE OF CONDUCT 2023

*Report prepared by Beth Luppino*

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#### **Purpose**

To present to the Board Casey Cardinia Libraries Code of Conduct for all Board Members.

*CCL Library Plan reference – 4.1, 4.6*

#### **Discussion**

A draft Code of Conduct 2023 for CCL Board Members is tabled for consideration and review.

Board Members are invited to reflect on the draft Code of Conduct 2023 and provide feedback. Once adopted, the Code of Conduct is to be signed by all members of CCL Library Board.

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#### **RECOMMENDATIONS**

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1. That the Board adopts CCL Code of Conduct 2023.
2. That Board Members sign and provide a copy to the CEO of CCL before the next Board meeting scheduled in February 2023.

# Casey Cardinia Library Corporation

## Board Members Code of Conduct – 2023

### Introduction

Casey-Cardinia Library Corporation (CCL) is required by the Local Government Act 1989\* ('The Act') to have a Code of Conduct.

This CCL Board Member Code of Conduct draws on sources including Council Code of Conduct, the Code of Conduct for Members of the Australian Institute of Company Directors and Codes of Conduct established by other library services.

It acknowledges the vision and values of the organisation, community expectations and the principles of good governance.

### Our Vision

Inspiring spaces where everyone is free to discover possibilities

### Our Mission

To encourage life-long learning, increase literacy and build strong resilient communities across the Casey Cardinia Region

### Our Values and Guiding Behaviours

#### Creativity

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

#### Teamwork

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

#### Social Intelligence

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

### Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection

#### Fairness

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

#### Love of Learning

- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

#### Humour

- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when things don't go as planned
- Acknowledge our partners
- Celebrate success

### Review Process

This Code of Conduct should be reviewed on an annual basis, with any necessary changes approved by the Board at the first meeting of the calendar year.

The annual review should be led by the Chairperson with input and advice from Board Members.

## CCL Code of Conduct for Board Members

### As a Board Member I:

1. Will adhere to the Primary and General Councillor Conduct Principles articulated in the Local Government Act 1989 \*\*
2. Will support the organisation's vision and values.
3. Will act honestly, in good faith and in the best interests of CCL as a whole.
4. Will use due care and diligence in fulfilling the functions of my office.
5. Recognise that my responsibility is to CCL as a whole but will, where appropriate, have regard to the interests of all stakeholders in CCL.
6. Will not take advantage of being in the position of a CCL Board Member.
7. Will not allow personal interests, or the interest of any associated person, to conflict with the interest of CCL.
8. Will be independent in judgment and actions and to take all reasonable steps to be satisfied as to the soundness of all decisions taken by the CCL Board.
9. Will not make improper use of information acquired as a CCL Board Member.
10. Acknowledge that confidential information received as a Board Member in the course of exercising those duties remains the property of the organisation from which it was obtained and it is improper to disclose it, or allow it to be disclosed, unless that disclosure has been authorised by that organisation, or the person from whom the information is provided, or is required by law.
11. Will not engage in conduct likely to bring discredit to CCL.
12. Will comply at all times with the spirit, as well as the letter, of the law.
13. Will be accountable to fellow Board Members, arrive well-prepared to meetings and be engaged in Board matters.
14. Will engage with CCL staff in a professional and courteous manner and avoid any involvement in the day-to-day operations of CCL
15. Understand that Board Members will not involve themselves in any personnel matter relating to staff, except for the CEO and will advise the CEO of any concerns that staff have acted in conflict with a formal policy or decision of CCL.
16. Will communicate well by making statements and requests in a clear and direct manner and listening generously to others.
17. Foster an environment where constructive dissent is welcomed, where people are encouraged to share their unique perspectives on issues and topics, and where "group think" is challenged respectfully and creatively.
18. Respect and acknowledge fellow Board Members and appreciate individual contributions and the voluntary nature of their commitment.

## Dispute Resolution

In the event that a dispute occurs, affected board members should:

1. Make genuine attempts to resolve disputes amongst themselves, drawing on the leadership of the Chairperson where appropriate
2. The Chairperson may request the CEO to engage an external mediator to assist parties resolve a dispute, where all parties are willing.
3. Adhere to the internal resolution procedure provided by an independent arbiter

The arbiter is to give a copy of their findings and the statement of reasons to the Board, the applicant and the respondent. Where the arbiter has been found a Board Member to have contravened the Code, they will also recommend appropriate sanction/s to be considered by the Board.

## Acknowledgement and Acceptance of the Code of Conduct

I, ..... acknowledge that I have received and read the Casey Cardinia Library Corporation Board Members Code of Conduct – 2023.

I undertake to perform my duties in accordance with the Code of Conduct.

Signature .....

Name (printed) .....

Date .....

This signed Code of Conduct is available for inspection by members of the community.

## Notes

### *\* Local Government Act*

*While a new Local Government Act was adopted in 2020, Regional Library Corporations remained governed by the Local Government Act 1989 ([version 158 01/12/2020](#)) under a Grandfather Clause which has a 10-year life span ([Local Government Act 2020 – Section 330](#))*

### *\*\*Councillor Conduct Principles*

*Section 196 of the Local Government Act 1989 in part states that the sections of the Act relating to the establishment of Councillor Codes of Conduct “apply to a regional library as if it were a Council and as if the members of its governing body were Councillors”. Board Members are required to conduct themselves in accordance with the provisions of the Local Government Act 1989, in particular Sections 76, 77, 78 and 79.*

*The Local Government Act 1989 defines “Councillor Conduct Principles” which are standards of conduct that the community has a right to expect of all Councillors. These include a “Primary Principle” and seven “General Principles”. The Councillor Principles apply equally to all members of the CCL Board.*

CC66/2022

## MEETING SCHEDULE 2023

*Report prepared by Beth Luppino*

### Purpose

To provide the Board with the meeting schedule for Casey Cardinia Libraries (CCL) Board meetings in 2023.

*CCL Library Plan reference – 4.1, 4.6*

### Discussion

The Board is required to meet at least 'once every three months' under the terms of the Regional Library Agreement. Board meetings are generally held on the fourth Wednesday of the month commencing at 4.00pm. Meetings can be either in person or online.

The following dates are proposed:

Date	Agenda Items
Wednesday 22 February 2023	<ul style="list-style-type: none"><li>Facilities Development Plan (draft)</li><li>Budget 2023–2024 (draft)</li><li>Library Plan 2021–2025 update (draft)</li></ul>
Wednesday 26 April 2023	<ul style="list-style-type: none"><li>Strategic Resources Plan (final draft)</li><li>Budget 2023–2024 (final draft)</li><li>Risk Management Plan</li></ul>
Wednesday 28 June 2023	<ul style="list-style-type: none"><li>Procurement Policy</li><li>Library Plan 2021–2025 update</li><li>Annual Action Plan 2023–2024</li></ul>
Wednesday 23 August 2023	<ul style="list-style-type: none"><li>Year End Finance Report</li><li>Annual Report 2022–2023 (draft) -including Financial Reports</li><li>CEO's Performance Review – KPI's 2022–2023</li></ul>
Wednesday 25 October 2023 *	<ul style="list-style-type: none"><li><i>This is a placeholder for a meeting that is usually not required. *</i></li></ul>
Wednesday 29 November 2023	<ul style="list-style-type: none"><li>Meeting Schedule 2024</li><li>Board Code of Conduct (draft)</li></ul>

*\* October Meeting will only proceed if deemed necessary by the Board.*

### Conclusion

Once adopted, this schedule of meetings for CCL will be forwarded to Member Councils for diary management purposes.

### RECOMMENDATIONS

1. That the schedule of meeting dates and times for 2023 be agreed on and then forwarded to the Member Councils.



**NEXT MEETING**

Special Board Meeting – Wednesday 8 February 2023 – Online Teams Meeting

Wednesday 22 February 2023 – Online Teams Meeting