PLV Strategic Plan 2019-2022

The 2019-2022 Strategic Plan was developed by the PLV Executive after consultation with our members and key stakeholders. The Plan is supported by a 12-month Action Plan.

Our Strategic Intent

Vision (Our Aspiration)
A progressive alliance that inspires public libraries to build stronger communities

Our Role (Our What)
We are the peak body that represents Public Libraries across Victoria

Purpose (Our Why)
We contribute to a just and fair society by making a positive difference in people’s lives

Our Values & Guiding Behaviours

We Do What We Say
• Our words match our actions
• What we do together, we do well
• Act with openness and transparency

We Love What We Do
• Our enthusiasm & passion energises us
• Celebrate our successes
• Have fun

We Are Courageous
• Lead from the front
• Take intelligent risks
• Openly share our perspective

We Pursue Opportunity
• Stay curious and challenge the status quo
• Innovate by having a go
• Push for better

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Our Mission (Our How)
We work together to champion the value of public libraries in Victoria

Libraries Change Lives

Public Libraries Victoria
Presidents Report

2018/19 has proved to be a red-letter year for Public Libraries Victoria (PLV) and the sector is stronger and more confident as a result.

More people than ever are using Victoria’s public libraries:

More than 30 million annual visits - the equivalent of five visits for every Victorian, 5 million wi-fi sessions recorded, 2.2 million library members (collectively bigger than the RACV!) Over a third of library attendees participate in a library program every year. More than 15,000 Victorian pre-school children attend Storytime each week.

Collectively PLV represents 48 public library services across Victoria. We are one of the few peak body associations in Australia that can claim 100% membership across our sector.

In July 2018, the inaugural Public Libraries Victoria Conference was not much more than a thought bubble, the shared Integrated Library Management System (ILMS) tender was running behind schedule and the Libraries Change Lives campaign was only just starting to gather momentum. We have turned things around and taken on more responsibility than we thought possible just 12 months ago.

Katrina Knox, our Executive Officer, can take much of the credit. Katrina has helped guide the development of the 2019/22 PLV Strategic Plan, engaged our Special Interest Groups and most importantly made sure that everyone across library land feels connected and engaged with a new and vibrant agenda for the sector.

Daniel Lewis also deserves recognition for his efforts. He has helped shepherd the ILMS tender through its final stages along with members of the PLV Executive and MAV representatives. In the process, Daniel and library leaders developed a business model that will deliver significant savings to participating libraries and establish a sustainable shared services business within PLV.

Public Libraries Victoria has worked tirelessly with our partners at State Library (SLV) Victoria to design, develop and deliver the state-wide Libraries Change Lives campaign. This campaign has revealed a deep appreciation of libraries within the community. More than 5,000 handwritten postcards from people across Victoria tell a powerful story about the impact public libraries have on their lives.

Public libraries have stepped out from behind the spotlight to share our achievements and gather stories about the amazing work we do in our communities each-and-every day.

We still have work to do to define our raison d’etre in the minds of influencers and decision makers, but we have made progress. At $4.30 for every dollar invested we provide a great economic return!

Books are a hallmark of public libraries, along-side sharing stories, supporting the pursuit of truth and the provision of safe, inclusive and welcoming spaces.

In our society, Libraries are a cornerstone of democracy. A refuge for the principles of a just and fair society in an age of ‘fake news’. We can take pride in the fact that we remain one of the most trusted institutions in our community. A place that everyone can call their own.

PLV is grateful to every person who lent their weight to the wheel in 2018/19 to help make our sector stronger.

Chris Buckingham
President
Public Libraries Victoria Inc.

Achievements against Annual Action Plan

Advocacy and Profile - Be Influential

<table>
<thead>
<tr>
<th>Ref No</th>
<th>Strategy</th>
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<th>Initiative</th>
<th>KPI</th>
<th>Achievements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Represent</td>
<td>Advocate for increased funding from Government</td>
<td>Influence politicians and decision makers</td>
<td>Successful State Government budget bid Regular engagement with Minister for Local Government and key stakeholders</td>
<td>• Advocate Working Group and PLV Executive have worked closely with SLV and consultants to communicate the Sector’s needs to decision makers • 2.5% flat increase in recurrent funding • Funding maintained for Living Libraries and Premiers Reading Challenge • Ongoing contact between PLV and LGV • PLV have established a relationship with Minister’s office</td>
</tr>
<tr>
<td>1.1</td>
<td>Profile</td>
<td>Increase recognition of public libraries value (See 4.3 Communication plan)</td>
<td>Libraries Change Lives campaign</td>
<td>No of programs and promotions delivered by public libraries Number of media articles</td>
<td>• Libraries Change Lives Parliamentary event in June 2019 with the Minister for Local Government, MP’s and Councillors attending • 1 positive article in The Age, 3 interviews on ABC radio Melbourne, extensive coverage in local and regional media</td>
</tr>
<tr>
<td>1.2</td>
<td>Research</td>
<td>Seen as strategic thought leader and with capacity to provide consistent direction</td>
<td>2030 document is renewed</td>
<td></td>
<td>• 2030 Framework reviewed in June 2019 in preparation for SLV/PLV Planning Summit</td>
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### Professional Development - Build Capability

<table>
<thead>
<tr>
<th>Ref No</th>
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<th>Achievements</th>
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<tbody>
<tr>
<td>2.0</td>
<td>Learning &amp; Development</td>
<td>Hold an event to raise our profile and bring library staff together with SIGs and stakeholders</td>
<td>Public Libraries Victoria Conference</td>
<td>Break-even 250 attendees</td>
<td>Satisfaction level - 85% of members</td>
</tr>
<tr>
<td>2.1</td>
<td>Community of Practice</td>
<td>Build capacity of SIGs</td>
<td>Positive guidance &amp; leadership for SIGs</td>
<td>Report back against agreed measures</td>
<td>Planning workshop with SIGs in May 2019. Implementation of outcomes in 2019/20</td>
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### Sustainable Business - Deliver Value

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<tr>
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<th>Achievements</th>
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<tbody>
<tr>
<td>3.0</td>
<td>Shared Services - ILMS</td>
<td>Ensure quality outcome with ILMS Tender for our sector</td>
<td>Participate in the tender process</td>
<td>Adoption of a shared LMS by the sector</td>
<td>Tender concluded and Deed of Agreement between MAV and SirsiDynix signed; PLV through revised MOU with MAV will take up responsibility for management of system administration from 1 July 2019</td>
</tr>
<tr>
<td>3.1</td>
<td>Shared Services - Databases</td>
<td>Determine value of current shared services to the Membership eg ancestry.com</td>
<td>Engage members on cost and effectiveness of product</td>
<td>Decision made on ancestry.com</td>
<td>Survey of PLV membership on interest in retaining consortia arrangement for Ancestry; Decision to retain; Contract with ProQuest negotiated; Reviewed and adopted a new Libraries Australia pricing model in line with changes introduced under the new ‘Trove’ structure</td>
</tr>
<tr>
<td>3.2</td>
<td>Shared Services - VAGO Audit</td>
<td>Improve performance of our sector (legislative requirement)</td>
<td>Support VAGO audit process</td>
<td>Members aware of common areas for improvement</td>
<td>PLV and a number of individual library services actively participated in and supported the VAGO audit process. The final report will be tabled in Parliament in late November 2019</td>
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### Organisation - Achieve Excellence

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<thead>
<tr>
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<tbody>
<tr>
<td>4.0</td>
<td>Structure</td>
<td>Right resources and support to deliver strategic plan</td>
<td>Review E.O. role</td>
<td>Recruited Executive Officer</td>
<td>Executive Officer PD revised; Executive Officer engaged on 12 month contract - 01/07/2019 to 30/06/2020</td>
</tr>
<tr>
<td>4.1</td>
<td>Membership</td>
<td>Engage new library managers in our strategic plan and PLV benefits</td>
<td>New member induction</td>
<td>100% memberships</td>
<td>All Library Managers and CEOs actively engaged in the renewal of PLV’s 2019 - 2022 Strategic Plan and associated Action Plan; 1 individual buddy arrangement organised; New Member Induction Program under development for implementation in 2019/2020</td>
</tr>
<tr>
<td>4.2</td>
<td>Communication</td>
<td>Improve communications to members and partner</td>
<td>Update existing Communications plan</td>
<td>Present to members at June 2019 meeting</td>
<td>President and EO have consistently communicated with PLV Membership through forums, events and email updates; Review of Communications plan deferred until first quarter 2020</td>
</tr>
</tbody>
</table>
Executive Committee

President: Chris Buckingham
CEO, Casey Cardinia Libraries

Vice-President: Joseph Cullen
CEO, Eastern Regional Libraries Corporation

Treasurer: Leanne Williams
CEO, West Gippsland Libraries

Secretary and Public Officer: Michael Byrne
Manager Community Learning & Libraries, Maribyrnong City Council

Committee Member: Anne-Maree Pfabe
Manager Melbourne Library Service, City of Melbourne

Committee Member: Felicity Macchion
Manager Library Services, Yarra City Council

Committee Member: Kate Brewster
Manager Community Information and Libraries, Borondara City Council

Committee Member: Troy Watson
Manager Libraries, Melton City Council

Committee Member: Karyn Siegmann
Library Services Manager, Bayside City Council

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Manager Libraries, Melton City Council

Committee Member: Karyn Siegmann
Library Services Manager, Bayside City Council

In 2018/19 the Committee met monthly except in January 2019

Terms of the Executive Committee

Committee members are elected for a period of three years. Three members are elected annually.

<table>
<thead>
<tr>
<th>Term</th>
<th>Executive Committee Member</th>
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<tbody>
<tr>
<td>2016/17 - 2018/19</td>
<td>Joseph Cullen</td>
</tr>
<tr>
<td></td>
<td>Anne-Maree Pfabe</td>
</tr>
<tr>
<td></td>
<td>Troy Watson</td>
</tr>
<tr>
<td>2017/18 - 2019/20</td>
<td>Kate Brewster</td>
</tr>
<tr>
<td></td>
<td>Chris Buckingham</td>
</tr>
<tr>
<td></td>
<td>Felicity Macchion</td>
</tr>
<tr>
<td>2018/19 - 2020/21</td>
<td>Michael Byrne</td>
</tr>
<tr>
<td></td>
<td>Karyn Siegmann</td>
</tr>
<tr>
<td></td>
<td>Leanne Williams</td>
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Special Interest Groups

Public Libraries Victoria supports a range of special interest groups that provide information sharing, networking and professional and service development opportunities for staff across Victorian public libraries.

Community Access

Executive Representative: Anne-Maree Pfabe
- Collections
- Reader Development
- Resource Sharing

Community Participation and Engagement

Executive Representative: Troy Watson
- Children’s and Youth Services and Programs
- Local Studies
- Multicultural Services and Programs
- Home Library Service

Customer Service Subcommittee

Executive Representative: Felicity Macchion
- ICT Group
- Libmark
- Library Operations
**Collections**

**Convenor/s:** Sherrill Harvey, Geelong Regional Library Corp. (2018)

**Membership:** Staff responsible for collection management

**Meetings:** 5 meetings per calendar year

**Purpose:** Collegial professional environment to debate and discuss the management and development of community engaged and responsive public library collections across Victorian public library services.

**Activities & Highlights:**
- Successful delivery of the inaugural joint Collections and Reader Development SIGs Much Ado About Books Mini-Conference at Geelong Library and Heritage Centre in September 2018. Conference focus was on collections, promotion and all things reader development. Popular key note speaker and Melbourne Award Winning Author, Sarah Bailey presented to an opening crowd of 119 attendees.
- Bibliotheca's sponsored presentation on Cloud Library and CloudLink at the March 2019 meeting emphasised a shared access ebook and eaudio content opportunity across CloudLink for Victorian public libraries.
- May 2019 attendance at a State Library Victoria (SLV) hosted Collections meeting offering a SLV Collection Development overview, rare book examples, a behind-the-scenes tour of exhibition curation and broader professional networking opportunity.
- July's Book Club themed meeting commenced with a sponsored presentation of Ulverscroft's digital book club options for adult and children's audiobook content through mobile app ULibrary. This was followed by a participant lead library examples and shared experiences of book club collection support and/or programming.
- Various meeting themes, topic discussions and shared examples of success and failure supported dynamic public library collection development practice.
- Increasing remote access opportunities to meetings.

**Looking Forward to 2019/20:**
- Presentation of the elending project as the Public Libraries Victoria Conference
- Continued engagement of public library collections staff to ensure progressive development, debate and sharing of activities around Victorian public library collections.
- Support of the Public Libraries Victoria Four Year Strategic Plan 2019-2022 through professional consultation, sustained library collection supplier relations and other specialist activities and opportunities.

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**Reader Development**

**Convenor/s:** Shirley Bateman City of Melbourne Libraries
Shauna McEwan Whitehorse Manningham Libraries

**Membership:** Staff responsible for reader development

**Meetings:** 5 meetings per calendar year

**Purpose:**
- Provide strategic direction in Reader Development for public libraries in Victoria and identify and/or provide opportunities to work collaboratively on statewide Reader Development initiatives and with affiliated agencies. In particular, the Melbourne UNESCO City of Literature Office, whilst maximising professional training and development opportunities in Reader Development for PLV members.

**Activities & Highlights:**
- The Much Ado About Books seminar partnership with Collections SIG, held at the Geelong Library and Heritage Centre in September 2018. The seminar was delivered by a working group made up of members of the Collections and Reader Development SIGs. A highlight was the key note presentation by Victorian crime author Sarah Bailey
- Coordination of the ALIA's annual Australian Reading Hour in Victorian public libraries was a perfect opportunity for Victorian libraries to continue to host Reading Parties in their communities. Reading Parties connect readers in our communities. Reading is a solitary activity but sharing it can be social. Attendees are encouraged to bring along anything they're reading. This develops confidence in people’s own reading choices. Read anything as-long-as you are reading!
- Inverloch Library Community Read Aloud as part of the Australian Reading Hour
- Working groups of the Reader Development SIG collaborating on projects to produce a series of fact sheets. The fact sheets can be used to help plan reader engagement promotions, programs and events in our libraries and included: Desert Island Books Event; Silent Reading Party; Community Events; Reader Development staff training ‘Cheat Sheet’ cards.
- City of Melbourne Libraries 2018 Reading Party held at The Moat in the CBD
- Compilation of a draft Reader Development Strategic Framework to be used by libraries across Victoria. The Framework will be launched at PLV conference in September.

**Looking Forward to 2019/20:**
- Presentation of the Reader Development Strategic Framework at the Public Libraries Victoria Conference 2019
- Collaborations with other SIGs and SLV on the Statewide Reader Development project
- More collaborations of Reader Development focused fact sheets. Current topics being investigated are: Outreach Libraries; Engaging Readers Online; Winter/Summer Reading Promotions; Reading for Wellbeing.
Resource Sharing

Convenor/s: Evi Bachelor, Whitehorse Manningham Libraries
Membership: Staff responsible for Resource Sharing who use LibraryLink Victoria and LADD (Libraries Australia Document Delivery) software
Meetings: Quarterly

Purpose:
To collaborate, promote and advocate for the interests of resource sharing and encourage and strengthen partnerships between libraries involved in the provision of resource sharing services in Australia and New Zealand by acting as a forum for discussion about resource sharing matters and providing and facilitating professional development opportunities for PLV members.

Activities & Highlights:
- Discussion at meetings on improving processes and access to materials for library patrons
- Participation in the Special Interest Groups (SIGs) and PLV Executive Committee workshops with the purpose of aligning the SIG’s activities with the PLV Strategic Plan 2018-2021 and annual action plan

Looking Forward to 2019/20:
- Raise the Group’s profile by promoting its uniqueness and what it has to offer
- Contribute in updating the current ILRS Code (Australian Interlibrary Resource Sharing Directory)
- Foster an expanded relationship with ALIA

Information & Communications Technology

Convenor/s: Michelle McLean, Casey Cardinia Libraries
Membership: Staff working with ICT in public libraries in Victoria
Meetings: Bi-monthly - 5 meetings held in 2018/2019

Purpose:
ICT skills enhancement, sharing of ICT knowledge, exploring new ICT knowledge, advocacy

Activities & Highlights:
- PLV ICT Management Unconference with 60 attendees, covered topics chosen by the attendees, which included Privacy, Statistics collection, Gaming and more
- Statistical reporting Workshop - held with Ian Phillips from I & J Management regarding required statistical reporting for libraries in Victoria and what we can do to bring about change
- Privacy Workshop that addressed protecting our own data (library data), and how to best inform and help protect our members/communities against privacy breaches when using online services, most particularly social media

Looking Forward to 2019/20:
- Presentations at the Public Libraries Victoria Conference 2019
- Further work on PLV Statistics through the formation of a small working party to begin looking at standardising what is reported to PLV so we are all reporting the same thing, regardless of library, LMS, systems used etc.
- More Workshops

Children’s and Youth Services

Convenor: Libby Hartwick, Melton City Libraries
Membership: All staff working in Victorian public libraries who engage with Children’s and Youth Services.
Meetings: One annual all-day seminar, plus two meetings and two mini-workshops

Purpose:
To provide a forum for sharing ideas and promoting best practice, networking opportunities that strengthen the public library network, training and development opportunities for public library staff working with young people aged 0-24 and collaborating with Community Access and Community Services Subcommittees regarding the provision of Special Interest Group projects and initiatives that maximize benefit for PLV members.

Activities & Highlights:
- Out of the Comfort Zone: Middle Years, Youth and Education Seminar with 100 attendees held in July 2018 at the Hume Global Learning Centre in Broadmeadows. Features of the seminar was the STEAM fair, a panel conversation chaired by Adelle Walsh, presentations by Leonee Derr and Emma White and a round table discussion on a range of topics
- Storytelling Mini-workshop with 100 attendees held in September 2018 at Library at the Dock. Features of the workshop were vocal coaching with Jenny Kent, and presentations by Yarra, Geelong and Hume library services
- Evaluations Mini-workshop with 80 attendees held in November 2018 at Newport Community Hub. Guest speakers: Dr Sue Reynolds and Ian Phillips of I & J Management Services presented on the READ evaluations. Round table discussions supported the presentations.
- Structuring Early Years Mini-workshop with 100 attendees held in April 2019 at Library at the Dock with a presentation by Emma White on Structuring Early Years Sessions for Public Libraries, plus a range of round table discussions including: Beyond Craft: STEAM and intentional play-based learning; Family as first teacher: Supporting vulnerable families: ParentsNext, recently arrived migrants, CALD communities, etc.
- SPLDP Project Ideas Development of two project ideas for the State-wide Library Development projects for the next triennium:
  Libraries Grow Readers: Building on the work of the READ Early Years Literacy Framework, training and evaluation toolkits, this project would implicitly tie in with the Early Years Learning Framework, demonstrating Victorian Public Libraries’ role in supporting and enhancing young children’s learning from birth to five years of age, as well as their transition to school.
  STEAM into Learning: Victoria’s Public Libraries play a unique role in engaging community with STEAM learning. From creative technology programs, makerspaces, tinker programs for the Middle Years, science-based early year’s programs, and more, the Public Library of the future allows for access and learning we are only really beginning to experience.

Looking Forward to 2019/20:
- Mapping Your Community: outreach, in-reach, and uncovering partnership opportunities Seminar featuring: Education, engagement, community engagement and unexpected engagement lightning talks, guest speaker, Libraries Change Lives Ambassador Abdi Aden, mapping the Kindergarten Outreach state-wide project workshop and Round Table discussion
- Guest speakers: Dr Sue Reynolds and Ian Phillips of I & J Management Services presented on the READ evaluations. Round table discussions supported the presentations.
- Structuring Early Years Mini-workshop with 100 attendees held in April 2019 at Library at the Dock with a presentation by Emma White on Structuring Early Years Sessions for Public Libraries, plus a range of round table discussions including: Beyond Craft: STEAM and intentional play-based learning; Family as first teacher: Supporting vulnerable families: ParentsNext, recently arrived migrants, CALD communities, etc.
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Looking Forward to 2019/20:
- Make your collection work for you: Collection development and management mini-workshop
- Mapping Kindergarten Outreach Statewide Project
- Department of Education is providing funding support for kindergartens to help children to get the most out of their early learning https://www.education.vic.gov.au/childhood/providers/funding/Pages/srf.aspx Representatives from PLV, met with the DET Project group to discuss ways public libraries could be involved with this project. Any project/menu item would need to be a state wide offering with statewide support. PLV will not participate this year but could offer something next year. This would help to raise our profile both within libraries but also within education. Project to develop a clearer understanding of what and how we are already engaging with our local kindergartens. This will inform what menu items would potentially be feasible and/or worthwhile offering.

- More Workshops
**Home Library Service**

**Convenor/s:** Lisa Hogarth - Hobsons Bay Libraries

**Membership:** Staff engaged in the Home Library Service, the management of volunteers, the delivery of outreach programs and the planning, delivery and evaluation of programs for seniors and people living with disability

**Meetings:** Quarterly

**Purpose:**
To raise the profile of Home Library Services (HLS) within public libraries, create a forum for sharing ideas and promoting best practice in HLS, identify needs and advocate for issues in the provision of HLS, enhance community participation amongst seniors, HLS customers and volunteers and form working groups for specific projects, partnerships and collaborations.

**Activities & Highlights:**
- This year we have been focusing on firming up our terms of reference, pinpointing “hot” and topical issues and setting some goals/objectives for the year ahead
- Seminar in June 2020 focusing on Volunteer engagement
- Professional Development session on wellbeing and dealing with grief & loss

**Looking Forward to 2019/20:**
- Seminar in June 2020 focusing on Volunteer engagement
- Professional Development session on wellbeing and dealing with grief & loss

**Library Operations**

**Convenor/s:** Kathryn Donkin, City of Melbourne Libraries
Monique Godbehere, Greater Dandenong Libraries

**Membership:** Staff Responsible for library operations and human resources

**Meetings:** Bi-annual

**Purpose:**
To provide strategic solutions on operational issues, a forum for discussion on staff operational issues, identify and/or provide opportunities to network and work collaboratively and maximise professional training and development opportunities for PLV members

**Activities & Highlights:**
- Getting the best from your staff seminar held in October 2018 at Library at the Dock with 48 attendees. A meeting of 21 library operations managers / coordinators followed the event.
- The final event of the year with 48 attendees at Bargoonga Ngangin covered the topic of Facilitating Constructive Conversations. In excess of half of the attendees felt very confident to have difficult conversations after attending the workshop with 100% responding that it was useful to them. A meeting of 25 library operations managers / coordinators followed the event.

**Looking Forward to 2019/20:**
- Participation in the PLV conference in September
- Welcoming in new members for 2019-2020
- Building professional capacity for Library team leaders and staff through workshops and networking opportunities
- Contribute to the PLV strategic plan 2019-2022

**LibMark**

**Convenor/s:** Marieclaire Baird, Yarra Plenty Regional Library
Dean Shannon, Melton City Libraries

**Membership:** Staff involved in marketing, promotion and graphic design

**Meetings:** Bi-monthly

**Purpose:**
To support and enhance the marketing and promotion of Victorian Public Libraries through information sharing and development.

**Activities & Highlights:**
- LibMark Conference at Bargoonga Ngangin held in October 2018 in the theme of ‘On the Same Page’, with 52 attendees.
- Meeting held at Counihan Gallery to coincide with Fantastic Worlds exhibition and program which explored the characters and worlds of Australian picture books through original artworks, animations and associated media. Librarians and Gallery staff from Moreland shared how they had collaborated on events and cross-promotion.
- Change in meeting focus. The co-conveners introduced a more practical focus to the meetings, adding to the agenda items which covered the ins and outs of a marketer's daily work including: What's On guides - costs/quantities/quality of printed, Library bags, online platforms etc.
- Promotion of this renewed focus lead to increased attendances and many new faces at meeting who have since become regular attendees. Knowledge shared lead to many instances of vendor recommendations and associated cost savings on production, along with sharing of files and marketing collateral.
- Meetings also now devote time to investigating opportunities for professional development and skill building. Various members have presented short lightning talks on successful marketing campaign and resulting learnings.
- Consolidation of social media platforms from eight eight separate LibMark social media and associated online platforms to a single private LibMark Facebook page.
- Introduction of Round table 'Who I Am!' segment at the start of each meeting for all attendees covering their role and how the marketing is handled at their library service. This sparked excellent information sharing and networking opportunities.
- Information and marketing collateral sharing through support of the Libraries Change Lives Campaign.

**Looking Forward to 2019/20:**
- Seminar in June 2020 focusing on Volunteer engagement
- Professional Development session on wellbeing and dealing with grief & loss
- Participation in the PLV conference in September
- Welcoming in new members for 2019-2020
- Building professional capacity for Library team leaders and staff through workshops and networking opportunities
- Contribute to the PLV strategic plan 2019-2022
Statewide Public Library Development Projects 2017-2020

The Statewide Public Library Development Projects are a major investment by Victoria’s public libraries and State Library Victoria to consistently deliver high quality research, tools and programs in support of world-class library services across the state.

Each three-year suite of projects is supported by a workgroup of public library service managers and other senior staff who are nominated by Public Libraries Victoria, a senior representative of State Library Victoria, and the State Library’s project management team.

In 2018/19 the second year of the current triennium was completed, and work began on planning the next three-year program of collaboration. The notes below outline key achievements for the year.

### Advocacy

Implementation commenced of the Advocacy strategy for Victorian public libraries 2017 - 2020, which was developed in the previous year:

The Libraries Change Lives community campaign was officially launched at Bargoonga Nganjin (North Fitzroy Library) in September 2018 and rapidly gained momentum. There were follow-up local launches in libraries across Victoria, and a strong online presence was created as libraries collected and shared stories from community members about how libraries have changed their lives. A highlight of the campaign was the collection of over 5,000 large Libraries Change Lives postcards on which Victorians had handwritten their heartfelt responses to the following: ‘Library funding matters because …’. For more information about Libraries Change Lives, go to the campaign website or Public Libraries Victoria’s Facebook page.

Alongside Libraries Change Lives, a political engagement program was commenced. Public Libraries Victoria submitted its first ever budget bid to State Government advocating for:

- A $15 million investment boost over four years in operational funding.
- A $20 million increase over four years in the Living Libraries Infrastructure program.
- A $10 million investment over four years for enhanced early years literacy and numeracy programs.

The budget submission was supported by a contact program with all Victorian Government MPs and arrangement of face-to-face meetings between Public Libraries Victoria’s designated political spokespeople and key Government Ministers, their advisors and Department heads.

On 18 June a major event was held at Parliament House to showcase the services of modern public libraries and highlight the need for more funding. The Minister for Local Government, The Hon Adem Somyurek MP spoke at this event, which was visited by more than twenty MPs, including several ministers.

### Partnerships and Collaboration

#### Statewide Public Library Development Projects 2017-2020

The Statewide Public Library Development Projects are a major investment by Victoria’s public libraries and State Library Victoria to consistently deliver high quality research, tools and programs in support of world-class library services across the state.

Each three-year suite of projects is supported by a workgroup of public library service managers and other senior staff who are nominated by Public Libraries Victoria, a senior representative of State Library Victoria, and the State Library’s project management team.

In 2018/19 the second year of the current triennium was completed, and work began on planning the next three-year program of collaboration. The notes below outline key achievements for the year.

### Advocacy

Implementation commenced of the Advocacy strategy for Victorian public libraries 2017 - 2020, which was developed in the previous year:

The Libraries Change Lives community campaign was officially launched at Bargoonga Nganjin (North Fitzroy Library) in September 2018 and rapidly gained momentum. There were follow-up local launches in libraries across Victoria, and a strong online presence was created as libraries collected and shared stories from community members about how libraries have changed their lives. A highlight of the campaign was the collection of over 5,000 large Libraries Change Lives postcards on which Victorians had handwritten their heartfelt responses to the following: ‘Library funding matters because …’. For more information about Libraries Change Lives, go to the campaign website or Public Libraries Victoria’s Facebook page.

Alongside Libraries Change Lives, a political engagement program was commenced. Public Libraries Victoria submitted its first ever budget bid to State Government advocating for:

- A $15 million investment boost over four years in operational funding.
- A $20 million increase over four years in the Living Libraries Infrastructure program.
- A $10 million investment over four years for enhanced early years literacy and numeracy programs.

The budget submission was supported by a contact program with all Victorian Government MPs and arrangement of face-to-face meetings between Public Libraries Victoria’s designated political spokespeople and key Government Ministers, their advisors and Department heads.

On 18 June a major event was held at Parliament House to showcase the services of modern public libraries and highlight the need for more funding. The Minister for Local Government, The Hon Adem Somyurek MP spoke at this event, which was visited by more than twenty MPs, including several ministers.
The main adult literacy initiative was a grants program enabling the following library services to deliver innovative new programs:

- $30,000 to Melbourne, Brimbank, Yarra and Gannawarra for: Improving adult literacy together - a portal to accessible and relevant resources and information
- $24,290 to Casey Cardinia for: Ucan2, a project targeting the parents of vulnerable and disadvantaged children
- $9,717 to Kingston for: Libraries beyond the branches, a program targeting Kingston’s growing number of homeless and vulnerable residents
- $14,867 to Moorabool for: The paperwork lounge, assisting adults with low literacy with administrative tasks such as filling in forms, understanding mail, and accessing government information online
- $10,675 to Yarra Plenty for: Volunteer-led literacy program for new migrants and refugees

In the area of adult reader development, a new online training program was launched, Reaching Readers. Between October and May seven rounds of Reaching Readers were offered, with 82 public library staff participating.

Towards the end of the year, work commenced on an update of the Reading and literacy for all strategic framework.

Professional learning and leadership development

Fostering a culture of continuous learning in the public library workforce, building skill and flexibility and nurturing the next generation of leaders remained a priority. Many development opportunities focused on bridging the skills gaps identified in Victorian public libraries: our future, our skills (2014), which in turn responded to the future vision articulated in the Victorian public libraries 2030 (2013) strategic framework.

Highlights in 2018/19 included:

- The Stronger together mini conference, featuring keynote speaker Valli Morphet on local people and citymakers working successfully together to solve complex local challenges.
- Five fully subscribed workshops on service transformation design, delivered by ThinkPlace to 150 public library staff.
- The seventh and final round of Jump Start: digital literacy for public library staff elearning: over the seven rounds of training 915 staff undertook this training.
- Launch of the seventh Shared Leadership Program, a deep experiential learning experience over six months for Victoria’s emerging library leaders.
- The 2018 Margery C Ramsay Scholarship awarded to Scott Mundell from Whitehorse Manningham Libraries and Steve Mundell from Yarra Plenty Library Service to explore Virtual and Augmented Reality in public library settings.

Reading and literacy

This program continued to deliver on the recommendations of Reading and literacy for all: a strategic framework for Victorian public libraries 2015 - 2018, to strengthen the role of Victorian public libraries in the early years and adult literacy and reader development domains.

Centralised support for the flagship 1000 Books Before School program, encouraging parents to develop a home learning environment, continued to 31 December. At this time more than 59,000 children were enrolled in public libraries across Victoria and over five million books had been shared. Thirty-eight of the 43 participating library services have continued the program.
SWIFT

In 2018/19 the Swift Library Consortium of 21 library services, which had been successfully operating under the same LMS contract since 2006, contributed to the MAV statewide tender for a statewide shared ILMS that was awarded to SirsiDynix. The Swift database will form the foundation of the new shared ILMS, and all members of the Swift Consortium will be taking up the new contract agreement negotiated with SirsiDynix. The Swift Management Committee ceased operation in June 2019, as under the governance arrangements of the ILMS contract, PLV will take over the system administration of the shared LMS, operating under the business name of Libraries Victoria.

A snapshot of statistic for 2018/19 are:
Loans: 8,985,639
Holds placed: 1,575,577
Holds satisfied: 1,429,838
Inter library loan holds sent and received: 525,079

Australian Public Library Alliance (APLA)

PLV is proud to be an active member of the Australian Library and Information Association (ALIA). Most of our work with ALIA is through the Australian Public Library Alliance (APLA), who act as the peak body for public libraries in Australia. The APLA committee comprises the chair of every state-based public library association, a senior representative from the ACT, Northern Territory and Tasmanian library services, and expert members.

The primary focus for APLA in 2018/19 was renewing our strategy and action plan. The primary areas of focus for APLA over the coming three years will be:
1. National public library collaboration and advocacy
2. Supporting literacy and lifelong learning
3. Informed and connected citizens
4. Digital inclusion
5. Personal development and wellbeing
6. Stronger and more creative communities
7. Economic and workforce development

PLV acknowledge the work that ALIA and APLA deliver on behalf of public libraries across Australia and look forward to making a positive contribution again in 2019/20.

Local Government Victoria (LGV)

PLV has a constructive relationship with State Government and appreciates the work of Local Government Victoria (LGV).

LGV is responsible for the administration of the Public Libraries Funding Program, Premiers’ Reading Challenge Book Fund, and Living Libraries Infrastructure Program. Other key projects that PLV and LGV have worked together on include:
- Shared library management system (LMS)
- Library Link
- The Annual Public Library Survey

Municipal Association of Victoria (MAV)

The MAV is the peak representative and lobbying body for Victoria’s 79 councils. It was formed in 1879 and the Municipal Association Act 1907 formalises the MAV as the official voice of local government in Victoria. Public libraries are funded primarily by local government.

MAV and PLV have a significant and long-term relationship and shared interest in strategic and public policy matters as they impact upon public library services. In 2018/19 the memorandum of understanding (MOU) between the two organisations was reviewed to reflect the changed relationship with PLV taking on the system administration of the concluded statewide integrated library management system (ILMS) tender. The MAV will continue to hold the Deed of Agreement with the system provider SirsiDynix and PLV has seconded the former SWIFT system administrator from MAV as of July 2019 to support PLV’s system administration activities.

This new model of engagement provides a blueprint for governance arrangements for future contractual arrangements with external providers entered-into for the benefit of Victorian public libraries.
Gannawarra Libraries

International Women’s Day 2019

Gannawarra Library Service celebrated International Women’s Day 2019 with a breakfast at the Sir John Gorton Library, Kerang. Two guest speakers addressed the theme of Can we have it all with humour and sage advice. Judy O’Connell, Victorian Small Business Commissioner, told of her challenging personal journey as well as the importance of mental health in small business. Local business co-owner and mother of four Erin Hein found that managing a business, household and farm left her feeling like she was running on a treadmill and ready for a face plant. Erin’s philosophy was to ‘go for it’ but to lean in to what is important at the time. The event worked very well with many of the attendees heading off to work afterwards. The feedback from the 50 participants was so positive that we will be running another breakfast in 2020.

Geelong Regional Libraries

Word for Word National Nonfiction Literary Festival

In 2018, in its fifth year, the Festival theme ‘Get Real’ provided an opportunity for presenters to delve deeply into a broad range of robust topics and issues, including the #METOO and #TIMESUP movements, history, race, Indigenous issues, asylum seekers, social research, true crime, artificial intelligence, memoir and more. Word for Word was proudly presented by Geelong Regional Library Corporation in partnership with Deakin University and the City of Greater Geelong with the support of a number of generous sponsors. The exciting program featured more than 76 guest presenters, with program highlights including Helen Grander, Gillian Triggs, Clementine Ford, Marcia Langton, Kerry O’Brien, Claire Wright and Tim Flannery.

The Story Train is a unique and magical storytelling experience for 300 primary school children from across the Geelong region. Schools in areas of low socio-economic status (SES) are initially prioritised to participate before the invitation is extended to schools in the region more broadly. The full-day excursion combines a trip on the Bellarine Historic Railway to the picturesque coastal town of Queenscliffe. Children are then drawn into possible and imaginary worlds through stories told by our specialist children’s and youth services librarians, who dress as characters from the stories they share.

Storytelling is a special way of sharing ideas, evoking feelings, fueling imaginations and entertaining. Whether we are young or old, stories connect us and add meaning to our lives. The Story Train is an annual highlight for the Geelong Regional Library Corporation.
Moreland City Libraries

Word Play Project
Made possible through an Adult Literacy Innovation Grant in early 2018, Word Play has continued its momentum over the past twelve months at Fawkner Library. New families have joined this cross-cultural literacy learning program at Moreland City Libraries.

Word Play offers a fun way for parent and child to learn to read and speak English and get school-ready, through play-based learning. Our partner, Merri Health, evaluated the 2018 program in four key areas; English language skills, library use, school readiness and social connections. This evaluation showed a significant impact on all measures for both children and their parents / carers.

In June 2019 Word Play was nominated for an Early Years Award with the Department of Education & Training in the category of Improving Access and Participation in Early Learning and has also been nominated in the Victorian Public Healthcare Awards category of Excellence in Culturally Diverse Health.

Glen Eira Libraries

The Library After Dark Sideshow
Glen Eira's Elsternwick Library was transformed after hours on Tuesday 3 July 2018 with magic, music and mayhem for The Library After Dark Sideshow. The library was filled with wonder as over 350 people were entertained with acrobats performing The Famous Maurice Flea Circus, magician Mr Marbles, roving puppets by Jhess Knight, band That Gold Street Sound, comedian Dandyman, mini private puppet show The Curator and interactive art installation Spine Poetry by Barking Spider.

The Library After Dark Sideshow had kids and families transfixed as they saw ‘behind the curtain’ at the magic that happens in the library at night!

Eastern Regional Library Corporation

Splash Out Events
Over the summer ERLC’s Community Outreach Team held four Splash Out events with our incredibly generous and supportive partners: Yarra Ranges Council Early Years Team; CIRE; and a fabulous young innovative team from the Healesville Salvation Army.

We fed, we played, we invented, we told stories, we danced, and we swam with close to 400 participants.

Greater Dandenong Libraries

Dandy-Con Festival 2019
The inaugural Dandy-Con Comic Festival was delivered at Dandenong Library and Harmony Square on Saturday 13 April.

With over 25 stall holders including fandoms, comic artists, cosplay, exhibitors and other comic themed vendors and food stalls, Dandenong Library and Harmony Square was awash with colour, energy and enthusiasm.

The outdoor stage hosted performers and a cosplay competition while inside the library seven workshops by renowned comic artists were delivered.

In excess of 4,800 people attended the event with positive feedback received from participants and stall holders.

Dandy-Con was a great way to highlight the Young Adult, Comic and Zine collection but more importantly it was a great way to bring our community together.

Mitchell Shire Council Libraries

Robotics program:
In 2018, the Mitchell Shire Council Libraries introduced a robotics program as part of our outreach initiatives. Initially aimed towards children, youth and community members with disabilities, the program has grown to include community groups and seniors.

The primary aim of the program is to promote technology and encourage community members to develop technical, coding, social and fine motor skills. This has been particularly useful for participants with cognitive disabilities including dementia.

The program also promotes community engagement and an opportunity for participants to be-connected with other services, programs and resources offered within the Mitchell Shire Council areas.

More than fifty robotics sessions have been offered during the past twelve months with over 2,000 participants. Due to the high level of interest in the robotics programs, plans are underway to further expand the program to include other members of our communities.
Swan Hill Regional Library

Roving Story time

Roving story time is so popular it has become an annual event. It is a fabulous way to teach and engage children with a broad range of services and people in the community. 60 children and 35 adults met at the Swan Hill Library before walking along the main street to hear stories as they stopped at a local pet shop, interacting with animals and listening to an animal story, stopping at the local cenotaph, posting a letter at the post office, finishing at the park for lunch where they met emergency service workers, looked inside a police car, met Captain Koala and local CFA crew, learnt about healthy food from the hospital’s Health Services staff, ate a healthy lunch prepared by students from a local Specialist School and played on equipment supplied by Noah’s Ark and the community toy library.

Point Cook Library-Wyndham Libraries

Launches Original Mural

After undergoing some renovations, the Point Cook Library reopened in September 2018. In April 2019, the final touches were completed with a large wall mural installed in the children’s area, taken from the picture book Wide Big World, written by Melbourne author Maxine Beneba Clarke and illustrated by Isobel Knowles, which celebrates diversity and acceptance. The book was chosen as the Library wished to highlight a local author and illustrator, as well as a story that was reflective of the local community. Patron feedback has been very positive.

In June 2019, the Library hosted an event with Maxine and Isobel to officially launch the mural. Maxine read the book and explained that the inspiration had come from her own experiences growing up and feeling different. In May 2019, Point Cook experienced its busiest month ever with 27,298 people visiting in that month alone.

Melton City Libraries

Read Sing Chat

Read Sing Chat is an early years programming initiative of Melton City Libraries. It is based on the simple premise that babies and young children learn through listening and interacting with the important adults in their lives during everyday activities. Reading, singing and chatting to babies helps to build the literacy skills children need when it's time to start school and learn to read.

Launched in 2018, it provides all new parents a specially selected board book and Read Sing Chat booklet in a Melton City Libraries bag. The booklet has been designed to give parents tips on how to read, sing and chat with your baby. The book bag is distributed to parents through our partnership with Maternal and Child Health’s New Parent Group program. MCH includes a library visit as their final topic for the program, and these groups often transition straight into our Baby Bounce program.

Yarra Libraries

International Library Video Awards 2019

Yarra Libraries won two International awards for our Sensitive Santa Video at the A corto di libri awards. The awards are for short films “that tell a story about libraries around the World” the awards are organized by the Italian Library Association with the support of the CEPPELL - Centro per il libro e la Lettura of the MiBACT, Free Library of Philadelphia, Pikes Peak Library District in collaboration with International Federation of Library Associations (IFLA) and institutions Metropolitan Libraries Section, Gallucci editore, MediaLibraryOnline, Del Vecchio editore.

The first award was for Best International film in the “Documentary” category for 2019. It was then judged against all the other winners in the different categories. The video was then awarded Internationally as the “Best Video of the Year for 2019!!!” This is such a huge honour and we are very proud to receive both International Awards. It was a fantastic program for all our families involved.

Yarra Libraries Staff member Daniel Trevarthen captured the huge emotional impact it had on all families who attended the sessions. Kylie Carlson brought this wonderful program to the Yarra Community and with the help of our Library staff made it such a huge success for our families.

Here is the link to our video: https://vimeo.com/310020984

Mildura Rural City Council Library Service

New Ouyen Library

Mildura Rural City Council opened a new Library in Ouyen in October 2018 following a review of its Mobile Library Service and successful Living Libraries Program funding. Ouyen was serviced by the Mobile Library one day per week, but the new Library in the Ouyen Service Centre is open five days a week. The Mobile Library was also downsized to a large van and delivers library services and programs to Community facilities in remote towns along the Mallee Track and to the Millewa.
Victoria's public libraries continue to provide a range of efficient library services to the Victorian community. The PLV library performance indicators address participation, collections, cost efficiency, staffing, technology and customer satisfaction. The 2018-19 data illustrates the contemporary role of public libraries, showing improvement in terms of program attendance and collection efficiency, while also indicating declines in real library funding and provision of computers.

1. Active library members
In 2018-19, 2.22 million people were members of Victorian public libraries (vs 2.19 library members reported in 2017-18). This represents 34% of the Victorian population (vs 35% in 2017-18). Of these, 1.00 million, or 16% of the Victorian population, borrowed a library collection item during 2018-19 and are classified as ‘active’ library members (vs 0.99 million and 16% in 2016-17). Many people who are not classified as ‘active members’ actively use libraries. For example, a family member may borrow for them, or they use the library to attend programs, use the computers and wifi, or use library spaces for work, study or relaxation.

2. Attendance at library programs per ’000 capita
In 2018-19, an average of 350 people out of every thousand attended a cultural, literacy or skill development program at a Victorian public library. This is 6% higher than the 2017-18 result and continues a steady upward trend - up 42% on the 247 per thousand reported statewide in 2011-12. Library programs cater to the needs and interests of different population cohorts and include Story Time and Rhyme Time for children, school holiday programs for young readers, author talks and book clubs, digital literacy training, youth activities and cultural events.

3. Turnover rate - physical items
In total, Victoria’s public libraries have a physical collection of 7.76 million items (down 2% from 7.94 million items in 2017-18). With annual loans of physical collection items around 41 million (down from 42 million in 2017-18), there was an average of 5.4 loans per item during 2018-19, marginally up on previous years, but in line with the historical range for this indicator. Turnover rates at individual libraries range from more than 9.6 to 1.3 loans per physical collection item. The slow decline in the number and loans of physical collection items is offset by increased use of ebooks.

4. Turnover rate - digital items
The number and use of digital collection items in Victorian public libraries continue to increase. The total ‘stock’ of digital items increased 10% to 841,000 in 2018-19. The 4.9 million loans of ebooks and resources compares with 3.5 million loans of digital collection items in 2017-18 and 0.9 million in 2014-15. On average, every digital collection item in Victoria’s public libraries was borrowed 5.4 times during 2018-19. This does not include loans of Vision Australia’s digital resources which have a turnover rate of 12.1 loans per item.

5. Physical quality of library collection
Sixty seven percent of libraries’ current physical collection of 7.76 million items has been purchased in the last five years, indicating a high level of collection quality and currency. This figure has increased from 60% in 2011-12, and been around 65% in the past two years. Buloke Library Service has re-established itself as a stand-alone rural municipal library, with 100% of its current stock purchased in the past five years. Four metropolitan Melbourne libraries have purchased more than 85% of their physical collection in the last five years, with five libraries below 40% all in rural Victoria.

6. Library service income per capita
The average level of funding of public library services in Victoria in 2018-19 (excluding VAILS) was $40.56 per person. This is higher than the 2017-18 figure in absolute dollars, but a very small drop in real (inflation-adjusted) terms. In 2018-19 the total direct cost of providing public library services in Victoria was $263 million (vs $255 million in 2017-18) - with $210 million (80%) of library operating funding coming from local government, $44 million (16%) from state government, $9 million (4%) from other funding sources (including library fees and charges) and $0.4 million program funding from the Australian government. This does not include capital funding for buildings and equipment.

7. Cost of library service per visit
Across all funding sources (mainly local government - operating/collections, state government, other income), the average cost for each of the nearly 31 million physical visits to public and mobile libraries was $8.51 (not including visits to library websites or attendance at offsite activities). In inflation-adjusted terms, this is consistent with service costs in previous years.

8. Staff EFT per ’000 capita
The number of library staff per thousand population remained at 0.29 EFT in 2018-19. In 2018-19 Victoria’s public libraries employed the equivalent of 1,874 full time persons. The four large library corporations in metropolitan Melbourne have a much lower staffing ratio (0.22 EFT per ’000 population) than municipal libraries and library corporations in regional Victoria (0.31 EFT).

9. Number of public access devices per ’000 capita
Victorian public libraries support digital inclusion by providing free access to computers (including desktops, laptops and tablets). Since 2011-12 the number of public access devices accessible per thousand persons increased from 0.40 to 0.71 in 2016-17. This has dropped back to 0.62 in recent years as more library customers use their own devices to access library wifi and computer services.

10. Customer satisfaction rating
Victoria’s public libraries first reported to PLV on customer satisfaction ratings in 2013-14. In 2018-19, across different survey approaches, the average library customer satisfaction rating was 8.55 out of 10. This has increased slightly from 8.44 in 2016-17. Satisfaction ratings from 35 libraries range from a high of 9.9 out of 10 to a low of 7.0 out 10.
Treasurer's Report
and Financial Statements
2018 - 2019

Treasurer's Report

Public Libraries Victoria has produced a surplus result for the 2018-2019 year of $36,116. This compares to a surplus of $54,336 in 2017-2018. Membership income continued to be the core source of revenue this year and supported by Government Grants. Activities for most of the year remained consistent with the prior year, however for the last quarter the operations of PLV included the preparation of the inaugural conference. The conference preparation through ticket sales and sponsorship saw income received in advance. Deferred income (or income in advance) increased by $159,077 compared to the prior year. The cash balance at year end also increased by $151,173. This means that we are in a healthy and similar financial position as last year with a working capital ratio of 2.9 or $2.90 of cash for every one dollar owed in current debt.

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2019

<table>
<thead>
<tr>
<th>Note</th>
<th>2019 $</th>
<th>2018 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue and other income</td>
<td>1,151,610</td>
<td>931,854</td>
</tr>
<tr>
<td>Total revenue</td>
<td>1,151,610</td>
<td>931,854</td>
</tr>
<tr>
<td>Expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration expenditure</td>
<td>(24,201)</td>
<td>(13,538)</td>
</tr>
<tr>
<td>Executive officer cost</td>
<td>(78,992)</td>
<td>(44,842)</td>
</tr>
<tr>
<td>Fees and charges</td>
<td>(9,987)</td>
<td>(3,524)</td>
</tr>
<tr>
<td>Project expenditure</td>
<td>(989,251)</td>
<td>(802,665)</td>
</tr>
<tr>
<td>Seminar and conference expenditure</td>
<td>(13,063)</td>
<td>(2,598)</td>
</tr>
<tr>
<td>Subcommittee expenditure</td>
<td>-</td>
<td>(10,351)</td>
</tr>
<tr>
<td>Total expenses</td>
<td>(1,115,494)</td>
<td>(877,518)</td>
</tr>
<tr>
<td>Surplus before income tax</td>
<td>36,116</td>
<td>54,336</td>
</tr>
<tr>
<td>Income tax expense</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Surplus from continuing operations</td>
<td>36,116</td>
<td>54,336</td>
</tr>
<tr>
<td>Other comprehensive income, net of income tax</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total comprehensive income for the year</td>
<td>36,116</td>
<td>54,336</td>
</tr>
</tbody>
</table>

The accompanying notes form part of these financial statements.
### Statement of Financial Position

For the Year Ended 30 June 2019

<table>
<thead>
<tr>
<th>Note</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

#### ASSETS

**CURRENT ASSETS**

- Cash and cash equivalents 5: 726,258, 575,085
- Trade and other receivables 6: 6,950, (2,282)
- Prepayments: 29,881, -

**TOTAL CURRENT ASSETS**: 763,089, 572,803

#### NON-CURRENT ASSETS

**TOTAL ASSETS**: 763,089, 572,803

#### LIABILITIES

**CURRENT LIABILITIES**

- Trade and other payables 7: 9,681, 14,588
- Deferred income 8: 253,666, 94,589

**TOTAL CURRENT LIABILITIES**: 263,347, 109,177

#### NON-CURRENT LIABILITIES

**TOTAL LIABILITIES**: 263,347, 109,177

#### NET ASSETS

**NET ASSETS**: 499,742, 463,626

#### EQUITY

- Retained profits 9: 499,742, 463,626

**TOTAL EQUITY**: 499,742, 463,626

---

### Statement of Changes in Equity

For the Year Ended 30 June 2019

<table>
<thead>
<tr>
<th></th>
<th>Retained Earnings</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

**2019**

- Balance at 1 July 2018: 463,626
- Surplus after income tax expense for the year: 36,116
- Balance at 30 June 2019: 499,742

**2018**

- Balance at 1 July 2017: 409,290
- Surplus after income tax expense for the year: 54,336
- Balance at 30 June 2018: 463,626

The accompanying notes form part of these financial statements.
## Statement of Cash Flows

For the Year Ended 30 June 2019

<table>
<thead>
<tr>
<th>Note</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>CASH FLOWS FROM OPERATING ACTIVITIES:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipts from customers</td>
<td>1,407,550</td>
<td>1,114,482</td>
</tr>
<tr>
<td>Payments to suppliers and employees</td>
<td>(1,264,619)</td>
<td>(967,633)</td>
</tr>
<tr>
<td>Interest received</td>
<td>8,242</td>
<td>7,353</td>
</tr>
<tr>
<td><strong>Net cash provided by/(used in) operating activities</strong></td>
<td>11</td>
<td>15</td>
</tr>
<tr>
<td>Net increase/(decrease) in cash and cash equivalents held</td>
<td>151,173</td>
<td>154,202</td>
</tr>
<tr>
<td>Cash and cash equivalents at beginning of year</td>
<td>575,085</td>
<td>420,883</td>
</tr>
<tr>
<td>Cash and cash equivalents at end of financial year</td>
<td>726,258</td>
<td>575,085</td>
</tr>
</tbody>
</table>

## Notes to the Financial Statements

For the Year Ended 30 June 2019

The financial statements cover Public Libraries Victoria Network Inc. as an individual entity. Public Libraries Victoria Network Inc. is a not-for-profit Association incorporated in Victoria under the Associations Incorporation Reform Act 2012 (the Act). The functional and presentation currency of Public Libraries Victoria Network Inc. is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

### 1 Basis of Preparation

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

### 2 Summary of Significant Accounting Policies

#### (a) Income Tax

The association is income tax exempt as a Public Educational Institution.

The amount of benefits brought to account or which may be realised in the future based on the assumption that no adverse change will occur in income taxation legislation and the anticipation that the company will derive sufficient future assessable income to enable the benefit to be realised and comply with the conditions of deductibility imposed by law.

Non-member income of the company is only assessable for tax, as member income is excluded under the principle of mutuality.

#### (b) Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

**Grant revenue**

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

The accompanying notes form part of these financial statements.
2 Summary of Significant Accounting Policies

(b) Revenue and other income

Interest revenue
Interest is recognised when received.

Other income
Other income is recognised on receipt.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(d) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(e) Trade and other receivables

Trade receivables are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment. Trade receivables are generally due for settlement within 30 days.

Collectability of trade receivables is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off by reducing the carrying amount directly. A provision for impairment of trade receivables is raised when there is objective evidence that the incorporated association will not be able to collect all amounts due according to the original terms of the receivables. Significant financial difficulties of the debtor, probability that the debtor will enter bankruptcy or financial reorganisation and default or delinquency in payments (more than 60 days overdue) are considered indicators that the trade receivable may be impaired. The amount of the impairment allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate. Cash flows relating to short-term receivables are not discounted if the effect of discounting is immaterial.

Other receivables are recognised at amortised cost, less any provision for impairment.

(f) Trade and other payables

These amounts represent liabilities for goods and services provided to the incorporated association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

3 Critical Accounting Estimates and Judgments

The directors make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

4 Revenue and Other Income

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- grants</td>
<td>417,768</td>
<td>319,371</td>
</tr>
<tr>
<td>- member subscriptions</td>
<td>686,362</td>
<td>593,092</td>
</tr>
<tr>
<td>- other revenue</td>
<td>39,238</td>
<td>12,038</td>
</tr>
<tr>
<td><strong>Total Sales</strong></td>
<td>1,143,368</td>
<td>924,501</td>
</tr>
<tr>
<td>Other revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- interest received</td>
<td>8,242</td>
<td>7,353</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>1,151,610</td>
<td>931,854</td>
</tr>
</tbody>
</table>

5 Cash and Cash Equivalents

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash at bank and in hand</td>
<td>606,258</td>
<td>455,085</td>
</tr>
<tr>
<td>Short-term deposits</td>
<td>120,000</td>
<td>120,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>726,258</td>
<td>575,085</td>
</tr>
</tbody>
</table>

6 Trade and Other Receivables

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade receivables</td>
<td>6,950</td>
<td>(2,282)</td>
</tr>
<tr>
<td><strong>Total current trade and other receivables</strong></td>
<td>6,950</td>
<td>(2,282)</td>
</tr>
</tbody>
</table>
7 Trade and Other Payables

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade payables</td>
<td>(100)</td>
<td>3,993</td>
</tr>
<tr>
<td>GST payable</td>
<td>9,781</td>
<td>10,465</td>
</tr>
<tr>
<td>Other payables</td>
<td>-</td>
<td>130</td>
</tr>
<tr>
<td></td>
<td>9,681</td>
<td>14,588</td>
</tr>
</tbody>
</table>

8 Deferred income

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income received in advance</td>
<td>253,666</td>
<td>94,589</td>
</tr>
</tbody>
</table>

9 Retained Earnings

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retained earnings (accumulated losses) at the beginning of the financial year</td>
<td>463,626</td>
<td>409,290</td>
</tr>
<tr>
<td>Surplus/(deficit) after income tax expense for the year</td>
<td>36,116</td>
<td>54,336</td>
</tr>
<tr>
<td>Retained earnings at end of the financial year</td>
<td>499,742</td>
<td>463,626</td>
</tr>
</tbody>
</table>

10 Auditors' Remuneration

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remuneration of the auditor rdl.accountants, for:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- auditing the financial statements</td>
<td>5,550</td>
<td>5,200</td>
</tr>
<tr>
<td>- other services</td>
<td>2,000</td>
<td>500</td>
</tr>
<tr>
<td>Total</td>
<td>7,550</td>
<td>5,700</td>
</tr>
</tbody>
</table>

11 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surplus for the year</td>
<td>36,116</td>
<td>54,336</td>
</tr>
<tr>
<td>Cash flows excluded from profit attributable to operating activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-cash flows in profit:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Changes in assets and liabilities:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- (increase)/decrease in trade and other receivables</td>
<td>(9,232)</td>
<td>2,942</td>
</tr>
<tr>
<td>- (increase)/decrease in prepayments</td>
<td>(29,881)</td>
<td>-</td>
</tr>
<tr>
<td>- increase/(decrease) in income in advance</td>
<td>159,077</td>
<td>94,589</td>
</tr>
<tr>
<td>- increase/(decrease) in trade and other payables</td>
<td>(4,907)</td>
<td>2,335</td>
</tr>
<tr>
<td>Cashflows from operations</td>
<td>151,173</td>
<td>154,202</td>
</tr>
</tbody>
</table>

12 Events after the end of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

13 Statutory Information

The registered office and principal place of business of the company is:
Public Libraries Victoria Network Inc.
Level 12/60 Collins Street
MELBOURNE VIC 3001
**Statement by Members of the Committee**

The committee has determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 to the financial statements.

In the opinion of the committee the financial report as set out on pages 30 to 38:

1. Presents fairly the financial position of Public Libraries Victoria Network Inc. as at 30 June 2019 and its performance for the year ended on that date.
2. At the date of this statement there are reasonable grounds to believe that Public Libraries Victoria Network Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

President

Treasurer

Dated: 3/10/19

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**Independent Auditor’s report to the Members of Public Libraries Victoria Network Inc.**


**Opinion**

We have audited the accompanying financial report, being a special purpose financial report, of Public Libraries Victoria Network Inc. (the association), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by the members of the committee.

In our opinion, the financial report presents a true and fair view, in all material respects, of the financial position of Public Libraries Victoria Network Inc. as at 30 June 2019 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 2 to the financial statements, and the Associations Incorporation Reform Act 2012 Victoria.

**Basis for Opinion**

We have conducted our audit in accordance with the Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor’s Responsibilities for the Audit of the Financial Report section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Emphasis of Matter - Basis of Accounting**

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Public Libraries Victoria Network Inc. to meet the requirements of Associations Incorporation Reform Act 2012 Victoria. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Responsibilities of Committee Members for the Financial Report**

The Committee Members are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporation Reform Act 2012 Victoria and is appropriate to meet the needs of the members. The committee’s responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee members are responsible for assessing the association’s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee members either intend to liquidate the association or to cease operations, or have no realistic alternative but to do so.
Auditor’s Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

• Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

• Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity’s internal control.

• Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

• Conclude on the appropriateness of management’s use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor’s report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor’s report. However, future events or conditions may cause the Entity to cease to continue as a going concern.

• Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Matthew Hung, CA
rdl.accountants
4 October 2019
Blackburn, Victoria