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

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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Libraries Change Lives
Presidents Report

Well it has been a year.
Public Libraries Victoria have continued on a journey of transformation and growth despite all the challenges thrown up by COVID-19.

We are intensely grateful for the support of our members through this tumultuous period.
The PLV Executive Committee and Executive Officer Katrina Knox have embraced the core values and guiding behaviours throughout the year.

• We do what we say
• We love what we do
• We are courageous
• We pursue opportunity

They have certainly been core to our success as an organisation in recent times.
Collectively we took several deep breaths and ran the amazingly successful Inaugural PLV Conference; continued our advocacy to State Government through Libraries Change Lives; and supported the development of the Libraries Victoria Consortium.

We have very good reason to acknowledge the ongoing interest and support of State Library Victoria, Municipal Association Victoria and Local Government Victoria. We can also reflect with gratitude on increased engagement by our vendors and suppliers. We look forward to growing relationships with key stakeholders in Local Government and Creative industries sectors.

Despite the difficult times faced by library land in 2019 - 20, I hope you read on and see cause for celebration. We are an amazing movement that really do change people’s lives for the better.
We are stronger and more resilient because we have worked together with our members and our partners. We can look back with some pride on the achievements of 2019 - 20 in the knowledge that we are very well positioned for the future.

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>
<th>Objective</th>
<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</td>
<td>• Advocacy through the Libraries Change Lives continues • Active Engagement with the Minister for Local Government and State Government MPs</td>
</tr>
<tr>
<td>1.1</td>
<td>Profile</td>
<td>Increase recognition of public libraries value</td>
<td>Libraries Change Lives campaign</td>
<td>Number of programs and promotions delivered by public libraries Number of media articles</td>
<td>• Significant metropolitan and regional media coverage alongside growth in social media reach and engagement</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></td>
<td></td>
<td>• Review completed</td>
</tr>
</tbody>
</table>

Professional Development - Build Capability

<table>
<thead>
<tr>
<th>Ref No</th>
<th>Strategy</th>
<th>Objective</th>
<th>Initiative</th>
<th>KPI</th>
<th>Achievements</th>
</tr>
</thead>
<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 Satisfaction level - 85% of members</td>
<td>• Public Libraries Victoria Conference held in September. 260 delegates registered. • Overwhelmingly positive feedback from the membership</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>• See SIG Reports in Annual Report</td>
</tr>
</tbody>
</table>
### Sustainable Business - Deliver Value

<table>
<thead>
<tr>
<th>Ref No</th>
<th>Strategy - Services - ILMS</th>
<th>Objective</th>
<th>Initiative</th>
<th>KPI</th>
<th>Achievements</th>
</tr>
</thead>
</table>
| 3.0    | Shared                      | Ensure quality outcome with ILMS Tender for our sector | Participate in the tender process | Adoption of a shared LMS by the sector | • A shared ILMS selected (Sirsi Dynix)  
  • 24 Library services have adopted  
  • Libraries Victoria Consortium formed |

| 3.1    | Shared Services - Databases | Determine value of current shared services to the Membership eg ancestry.com | Engage members on cost and effectiveness of product | Decision made on ancestry.com | • Libraries Victoria now auspice Ancestry.com on behalf of the sector |

| 3.2    | Shared Services - VAGO Audit | Improve performance of our sector (legislative requirement) | Support VAGO audit process | Members aware of common areas for improvement | • PLV actively engaged in the VAGO Audit process.  
  • Final report was a disappointment, but the process inspired robust conversations across the sector about our performance and how it should be measured |

### Organisation - Achieve Excellence

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<thead>
<tr>
<th>Ref No</th>
<th>Strategy</th>
<th>Objective</th>
<th>Initiative</th>
<th>KPI</th>
<th>Achievements</th>
</tr>
</thead>
<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>• CEO recruitment commenced</td>
</tr>
</tbody>
</table>

| Structure - SIGs | SIG's aligned and restructured | SIG's did considerable work aligning themselves with the PLV Strategic Plan and ensuring they were delivering value to the Sector |

| 4.1    | Membership | Engage new library managers in our strategic plan and PLV benefits | New member induction | 100% memberships | • Active engagement with new library managers across Victoria  
  • One Victorian Library service elected not to renew their membership in 2020-21 |

| 4.2    | Communication | Improve communications to members and partner | Update existing Communications plan | Present to members at June 2019 meeting | • PLV have actively communicated with membership throughout the year and encouraged open conversations |
Executive Committee

| President          | Chris Buckingham  
|                   | CEO, Casey Cardinia Libraries |
| Committee Member  | Melanie McCarten  
|                   | Senior Coordinator, Darebin Libraries |
| Committee Member  | Jim Karabinis  
|                   | Manager Leisure, Moonee Valley City Council (from 10/12/2019) |
| Committee Member  | Felicity Macchion  
|                   | Manager, Yarra Libraries |
| Committee Member  | Kate Brewster  
|                   | Manager, Community Information and Libraries, Boroondara City Council |
| Committee Member  | Michael Byrne  
|                   | Manager Arts, Community Learning and Libraries, Maribyrnong City Council |
| Committee Member  | Kevin Preece  
|                   | CEO, Goulburn Valley Libraries |
| Committee Member  | Anne-Maree Pfabe  
|                   | Manager, Library Service, City of Melbourne |
| Executive Officer | Katrina Knox  
|                   | Executive Officer, Public Libraries Victoria Inc. |

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>
</tr>
</thead>
<tbody>
<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>Jim Karabinis (replaced Karyn Siegmann)</td>
</tr>
<tr>
<td></td>
<td>Leanne Williams</td>
</tr>
<tr>
<td>2019/20 - 2021/22</td>
<td>Anne-Maree Pfabe</td>
</tr>
<tr>
<td></td>
<td>Kevin Preece</td>
</tr>
<tr>
<td></td>
<td>Melanie McCarten</td>
</tr>
</tbody>
</table>

In 2019/20 the Committee met monthly except in January 2020.

PLV Conference 2019

In 2019 the inaugural Public Libraries Victoria Conference was held over two days from 16 - 17 September at the Melbourne Arts Centre. Two hundred and sixty delegates attended a range of keynote presentations that covered topics from Adaptability to Indigenous priorities, and concurrent sessions covering aspects of library services and programs from 24/7 library services to strengthening community resilience to breaking library stereotypes.

The conference was supported by 15 industry sponsors along with SLV, MAV and LGV.

Conference highlights included the libraries change lives champion Alan Brough, who hosted the two days, and the keynote presentations from Matt Finch and Gus Balbontin.

Both vendors and attendees alike enjoyed the conference with almost 94% of attendees rating the conference as very good to excellent and 100% of vendors agreeing that they would happily participate in another conference. The outcome for attendees was that 99% felt more connected to the public library industry and their colleagues, while 87% of vendors felt more connected to the library community.

The success of this first conference has paved the way for more in the future and PLV is committed to hosting the conference biennially.
Special Interest Groups

Collections

Convenor/s: Susan Thomson, Greater Dandenong Libraries

**Purpose:**
We aim to find new ways to promote public library collections, raise awareness of the function and importance of collections and investigate ways to ensure library collections continue to reflect the current and future needs of the community.

**Activities & Highlights:**
- Delivery of Collections SIG sourced Monash/RMIT University elending project study presentation for the inaugural Public Libraries Victoria Conference 2019 - Abstract title: ‘elendingproject.org study conclusions and implications for public library e-content collection development’
- Collections SIG meeting sponsorship by The Book House and MDM Entertainment enabled targeted supplier presentations, supporting industry knowledge and PLV revenue raising.
- SIG membership continued to professionally network through online Zoom SIG meetings during COVID-19 restrictions.
- In-line with PLV requirements the SIG updated its Terms of Reference, supported the PLV SIG Membership Permissions drive and accompanying promotion of member access to the new PLV website.
- Attempted to begin collaborative works for a second joint Reader Development and Collections SIG professional development event; but cancelled due to COVID-19 restrictions.

Looking Forward to 2020/21:
- Post COVID-19 restrictions continue to meet and network in person (as well as virtually) to support knowledge sharing and continuous improvement of collection development practice in public libraries of Victoria.
- Rather than hosting PLV approved supplier/vendor SIG meeting sponsors, the SIG will support promotion of electronic resource offerings available through the PLV Interim E-resources Project.
- Advocate for public library collections and propose Collections SIG member support towards 2021 PLV conference planning.

Children’s and Youth Services

Convenor/s: Emma White, Hobsons Bay Libraries

**Purpose:**
- Provide a forum for sharing ideas and promoting best practice.
- Provide networking opportunities that strengthen the public library network.
- Provide training and development opportunities for public library staff working with young people aged 0-24.
- Collaborate 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:**
- Mapping Your Community: outreach, in-reach, and uncovering partnership opportunities Seminar Friday 26 July 2019, 9am to 4pm - Bunjil Place, Narre Warren
- Education Engagement Lightning Talks
- Community Engagement Lightning Talks
- Unexpected Engagement Lightning Talks
- Special Guest Speaker: Libraries Change Lives Ambassador Abdi Aden
- Mapping Kindergarten Outreach Statewide Project Workshop
- Working group - Emma White, Robyn Burns, Kat Taylor, Wendy Bronqueur, Julie Hooper, Libby Hartwick and Bernadine Nolen
- Round Table discussions on the following topics: Education Engagement, Community Engagement, Unexpected Engagement

Attendance: 100

Make your collection work for you: Collection development and management mini-workshop 28 November 2019, 1pm to 4pm - Ashburton Library

Vendor Showcase
- Bookseller Showcase
- Round-table Discussion on the following topics:
  - Strategies for maintaining a relevant and responsive collection
  - Strategies and processes around levelled Early Readers in your collection
  - What are some interesting collections/suppliers you have/use?
  - What resources do you utilise to stay up-to-date with current and emerging trends for junior and YA collections?

Attendance: 80

Webinar: Community Connection in COVID Conditions
Wednesday 20 May 2020, 2pm to 4pm

A major highlight is the quick and decisive advocacy, training, and general support the SIG has provided to libraries across the State in engaging in virtual programming and engagement with community in virtual conditions.

Looking Forward to 2020/21:
- A state-wide Summer Reading Club equivalent project created in response to the cessation of the QLD State Library initiative being available for libraries outside of QLD.
- The continuation of holding meetings and seminars virtually, as well as an eventual return to a dual-model of both face-to-face and virtual offering. Feedback has been overwhelmingly positive with the virtual platform, particularly as regional members are more easily able to attend and contribute to meetings.
Home Library Service
Convenor/s: Tina Cavanough, Whitehorse Manningham Libraries

**Purpose:**
To share knowledge and information between Home Library staff in library services around Victoria. To support each other and problem solve together. To develop a benchmark for Home Library Services across Victoria.

**Activities & Highlights:**
- Survey on Home Library Services across the state was completed prior to the pandemic and again in August 2020 - to compare changes.
- Due to the pandemic, we've focused on the informal online catch-ups which have been useful in keeping us connected, allowing us to share information and solutions, allowing us to support each other and increasing interest and participation in the group from regional areas especially, but also from metro library services.
- Feedback given to The Office of Senior Victorians on new posters promoting the Seniors Discount Card

**Looking Forward to 2020/21:**
- We are planning to run a PD event and have shared topics of interest. The event is planned for late 2020/early 2021 and will likely be an online event. Possible topics include:
  - Use of volunteers post COVID and or
  - Ensuring staff safety in the delivery of HLS- developing sound protocols
  - Discussions about promotion of Home Library Services to continue - raising the profile of Home Library Services within our Library Services and within the wider community.
  - Plans to develop a benchmark for Home Library Services in various size library services - so customers experience a more seamless service across the state when moving from library service to library service and as a support to smaller library services who may not have the resources to develop a Home Library Service

Local Studies
Convenor/s: Liz Pidgeon, Yarra Plenty Regional Library
Linda Longley, City of Melbourne Libraries

**Purpose:**
- Provide a forum for library professionals to discuss current trends and issues in relations to local history collections, services and programs.
- Promote public awareness of local studies through Victorian public libraries
- Input into policies and guidelines for managing local history collections in public libraries
- Assisting in the development of state-wide programs which promote local history programs and collections
- Improving accessibility to local history resources especially online
- Provide opportunities for knowledge sharing and professional development for local history librarians

**Activities & Highlights:**
- 11 September 2019 meeting included spotlight sessions from Hobsons Bay on their new strategic plan, Maribyrnong Libraries local and family history survey, Prahran Mechanics Institute local history expo and Yarra Plenty Regional Library participation in the #1lib1ref Wikipedia campaign.
- Multi-state online Local Studies Network Group established including Wider Local Studies mailing list
- 22 October 2019. Wider Local Studies Online seminar
- 21 November 2019. Guest speaker Kitty Owen from Australian Museums and Galleries Associations Victoria on curating exhibitions

**Looking Forward to 2020/21:**
- Confirming Guest Speakers: PROV: Map Warper demonstration, Helen Harris, historian on resource training for material offline and her research on women in local government and SLV Rosetta Project (digital preservation)
- Supporting and encouraging use of Wider Local Studies email list and participation in online seminars
- Regular communication and promotion of online PD opportunities.
Libmark
Convenor/s: Michelle Collins, Bayside
Marnie Turner, Frankston City

Purpose:
To discuss and share communications, marketing and engagement ideas and strategies.

Activities & Highlights:
• Supporting each other to transition and pivot during the COVID19 pandemic.
• Shared ideas with each other to support each other in the online space.
• Organised the 2020 LibMark in Lockdown conference, to be held this October with international, interstate and local speakers.
• Members achieved great success through this period with extensive media coverage across library services.

Looking Forward to 2020/21:
• October 12 - LibMark Conference
• Making the most of the new online normal.

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

Purpose:
To provide strategic solutions on operational issues and provide a forum for discussion, networking, collaboration and training and development opportunities for PLV members.

Activities & Highlights:
• Monday 7 October 2019 at Kathleen Syme Library and Community Centre in Carlton with 21 attendees
3 hour networking and updating meeting.
• At this meeting it was decided to run a seminar for Team Leaders to support their staff with mental health challenges and their resilience to support public facing staff member in the workplace with a linking to team Leader resilience and working with the public and public facing teams - this was cancelled due to Covid-19 closure.
• Several team members attended PLV Conference on 16-17 September 2019, providing an avenue for networking and catching up.
• Members regularly make contact over email to discuss and provide information to support operational challenges and changes.

Looking Forward to 2020/21:
• Participating in the next PLV conference
• Reflection on learnings from COVID19 and how it will impact our service offering and work practices.
• Using new technologies to be more inclusive of our regional members.

Multicultural Services and Programs
Convenor/s: Rita Hardy, Moreland Libraries
My Van Nguyen Dang, Greater Dandenong Libraries

Purpose:
To provide strategic direction in the provision of services, collections and programs that are inclusive to CALD communities

Activities & Highlights:
• Updated the Multicultural Special Interest Group Mission Statement and Terms of Reference for 2020
• Presentation by Sayanti Bhatta, Vicseg Coordinator of the Ethnic Community Council of Victoria on New and Emerging Communities
• Presentation by Shankar Kasynathan Campaign Coordinator of Amnesty International
• Visit to Bendigo library and visiting the Chinese museum
• Involvement with NSW State Library and ALIA regarding advocating for LOTE DVDs

Looking Forward to 2020/21:
• Seminar (Topic to be determined)

Information & Communications Technology
Convenor/s: Michelle McLean, Casey Cardinia Libraries

Purpose:
• ICT skills enhancement through staff training, mentoring and other programs
• Sharing ICT knowledge
• Exploring, promoting and sharing ICT ideas and innovation with potential library applications
• Advocating for improved ICT standards and solutions within the Victorian public library industry.

Activities & Highlights:
• Workshop - Sharing library programs and events on the network - held at Sunshine Library on 4th October
• Successful move to meeting online

Looking Forward to 2020/21:
• Seminar on innovative projects arising from lockdown
• Having regular remote attendees to ICT meetings
Libraries Victoria Report

2019/2020 was a landmark year with the establishment of the Libraries Victoria business unit. Library services who previously belonged to the SWIFT consortia transitioned to Libraries Victoria, with an additional three new library services joining in the first six months of 2020. Libraries Victoria now has 26 member library services. The new model allows libraries to join with more flexibility, choosing from three levels of membership, depending on the resources they will offer their community and the level of system support and customisation they require. Libraries are able to take advantage of the highly competitive Integrated Library Management System (ILMS) pricing from SirsiDynix and be part of the many exciting projects to enhance their services.

Several projects have been delivered to improve member services during the year, including:

- The provision of a new Libraries Victoria App delivered as part of the ILMS contract, providing libraries with significant savings.
- The SMS Project enabled SMS text integration. One million text messages are included in the consortia contract.
- Deduplication of the bibliographic database for system maintenance.
- A consortia-wide holdings solution for the automatic harvesting of records that contribute to the Australian National Bibliographic Database and removes this work for individual libraries.
- Investing in Data Control that provides a graphical interface to the powerful system APIs access live data. This will increase efficiencies for reporting and data maintenance requirements.
- The introduction of a new governance structure allowed all member libraries to contribute and raise issues for the betterment of the membership.
- The opportunity to explore and plan an event with the Collections SIG for the future

Looking Forward to 2019/20:

- Updating existing fact sheets to include specific information about how to plan online events
- Collaborating on an online event for ALIA’s Australia Reads (formerly Reading Hour)
- The opportunity to explore and plan an event with the Collections SIG for the future

Partnerships and Collaboration

Libraries Victoria

Libraries Victoria is a division of Public Libraries Victoria Inc that, under a Memorandum of Understanding with the Municipal Authority of Victoria (MAV), has the responsibility for:

- The management of the administration of the ILMS contract including system administration and shared collections
- To lead future PLV innovation projects and auspice relevant shared service opportunities that are inclusive of all Victorian public libraries.

Together, we look for innovative ways to meet community needs, now and into the future. We are committed to continuing this approach and collaboratively expanding the range of services available in all Victorian libraries.

Reader Development


Purpose:

- The PLV Reader Development Special Interest Group will:
  - Provide strategic direction in Reader Development for public libraries in Victoria
  - Identify and/or provide opportunities to work collaboratively on statewide Reader Development initiatives

Activities & Highlights:

- Hosting Reading Parties in libraries across the state to celebrate ALIA’s Reading Hour promotion. We have been collaborating on these events since 2017. Reading Parties connect readers in our communities. Attendees are encouraged to bring along anything they’re reading.
- Members of the RD SIG collaborated in working groups to produce a series of fact sheets. These fact sheets are to support libraries to plan reader development training, promotions, programs and events.
  - Reading for wellbeing, programs and promotion
  - Reading for wellbeing, infographic
  - Reaching commuters
  - Reader to reader programs
  - Engaging readers online
  - Desert Island Books
  - Pop Up Libraries

Looking Forward to 2019/20:

- Updating existing fact sheets to include specific information about how to plan online events
- Collaborating on an online event for ALIA’s Australia Reads (formerly Reading Hour)
- The opportunity to explore and plan an event with the Collections SIG for the future
Member needs were addressed during the COVID-19 pandemic with updates to the library management system and policy settings to reflect the various closures and access to the collections. Libraries also added new messaging and developed new services to stay connected with their communities during the pandemic. This was a busy time for the Libraries Victoria staff with the constant changes and extra work required to support our growing membership.

### The Libraries Victoria snapshot - our membership

<table>
<thead>
<tr>
<th>Library</th>
<th>2018/2019</th>
<th>2019/2020</th>
</tr>
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<tbody>
<tr>
<td>Buloke Shire Library</td>
<td>861</td>
<td>11,314</td>
</tr>
<tr>
<td>Campaspe Regional Library</td>
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<tr>
<td>Casey Cardinia Libraries</td>
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<tr>
<td>Central Highlands Libraries</td>
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<tr>
<td>City of Greater Dandenong Libraries</td>
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<tr>
<td>City of Yarra Libraries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gannawarra Library Service</td>
<td>3,233</td>
<td>6,369</td>
</tr>
<tr>
<td>Glenelg Shire Libraries</td>
<td>47,701</td>
<td>81,207</td>
</tr>
<tr>
<td>Goulburn Valley Regional Library</td>
<td>19,962</td>
<td>17,773</td>
</tr>
<tr>
<td>Goulburn-Ovens TAFE</td>
<td></td>
<td></td>
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<tr>
<td>High Country Library Network</td>
<td></td>
<td></td>
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<tr>
<td>Hindmarsh Shire Library</td>
<td>5,808</td>
<td>36,778</td>
</tr>
<tr>
<td>Hobsons Bay Libraries</td>
<td></td>
<td></td>
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<tr>
<td>Indigo Shire Libraries</td>
<td>3,885</td>
<td>17,509</td>
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<tr>
<td>Latrobe City Library</td>
<td></td>
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<tr>
<td>Melton City Libraries</td>
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<tr>
<td>Mildura Rural City Council Libraries</td>
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<tr>
<td>Mitchell Shire Library Service</td>
<td></td>
<td></td>
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<tr>
<td>Moonee Valley Libraries</td>
<td>1,672</td>
<td>10,722</td>
</tr>
<tr>
<td>Phoenix College P-12</td>
<td></td>
<td></td>
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<tr>
<td>Swan Hill Regional Library</td>
<td>6,076</td>
<td>51,059</td>
</tr>
<tr>
<td>Towong Library</td>
<td>1,248</td>
<td></td>
</tr>
<tr>
<td>Wellington Shire Libraries</td>
<td>11,665</td>
<td>42,802</td>
</tr>
<tr>
<td>West Gippsland Libraries</td>
<td></td>
<td></td>
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<tr>
<td>Wimmera Regional Library Corporation</td>
<td>6,668</td>
<td>10,939</td>
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<tr>
<td>Wodonga Library</td>
<td></td>
<td></td>
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<tr>
<td>Wyndham City Library</td>
<td>725</td>
<td>86,519</td>
</tr>
<tr>
<td>Yarrimbiack Shire Library</td>
<td></td>
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### Library Victoria Statistics - how we grew

<table>
<thead>
<tr>
<th>Category</th>
<th>2018/2019</th>
<th>2019/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Records</td>
<td>2,261,518</td>
<td>2,774,294</td>
</tr>
<tr>
<td>Bibliographic Records</td>
<td>655,730</td>
<td>752,487</td>
</tr>
<tr>
<td>User Records</td>
<td>665,381</td>
<td>936,469</td>
</tr>
<tr>
<td>Intralibrary Loans</td>
<td>506,688</td>
<td>404,602</td>
</tr>
<tr>
<td>One Card Loans</td>
<td>155,564</td>
<td>117,287</td>
</tr>
</tbody>
</table>

Libraries Victoria Helpdesk - how we supported our members

Social Seniors - Social Media & Digital Storytelling for Seniors

The delivery of Social Seniors via libraries has been suspended, to be reviewed in light of the success of the U3A model and partnership. U3A have been delivering Social Seniors via Zoom since June 2020. U3A are now managing this project with support from PLV and Telstra.
Collaboration with State Library Victoria

The Statewide Public Library Development Projects are a major strategic investment by Victoria’s public libraries and State Library Victoria, and they lie at the heart of the relationship between the State Library and the sector. Since 1997 the Projects have delivered high quality sector research, tools and programs that have supported Victoria’s public libraries to provide world-class services accessible to all Victorians. In 2019/20, the 2017 - 2020 suite of projects was completed and a plan for the next three years of collaboration was developed.

Planning Summit

A highlight of the year was the Planning Summit held at Kalorama on 22-24 July 2019, attended by the managers/CEOs of 42 of Victoria’s 48 library services and members of the State Library’s Leadership Team. Summit guests included international library leaders Peter Kok, Director of Bibliotheek Midden-Brabant in The Netherlands, and Mirla Edmundson, General Manager, Libraries and Information, Auckland. Their inspiration and expertise was invaluable.

The Summit reached agreement about the three pillars of the Statewide Public Library Development Projects for 2020 - 2023: Advocacy for the Sector; Sector Capability Lifting; and, Libraries for Health and Wellbeing. In the ensuing months working parties continued detailed planning of projects around each pillar. The planning process concluded in April 2020 with endorsement of the plan by the State Library’s board, the Library Board of Victoria.

While planning for 2020 - 2023, work continued to complete delivery of the 2017 - 2020 suite of Statewide Public Library Development Projects in three program areas:

Advocacy: the Libraries Change Lives campaign

The Libraries Change Lives community and political engagement campaign continued to gain momentum. Its purpose is to change perceptions about public libraries - from ‘nice to have’ to ‘must have’ - and build support for further investment in public libraries amongst funding decision-makers. Every library service in Victoria is participating in this effort.

During 2019/20 the campaign was refreshed with provision of new campaign posters, pull-up banners and flags for outdoor use. High profile new campaign champions came on board, including best-selling author Andy Griffiths and popular radio host and performer Brian Nankervis. A strong Libraries Change Lives social media presence was maintained on the websites of individual library services and Public Libraries Victoria’s Facebook page. In March a Libraries Change Lives Instagram account was created.

A community awareness campaign for Library Lovers’ Day on 14 February provided the social media highlight of the year. Library services were given social media assets to showcase all the programs that their services were running. Libraries Change Lives champions Abdi Aden, Mama Alto and Matt Preston got on board with the campaign, and several MPs shared stories on social media including Education Minister and Deputy Premier, James Merlino, Paul Edbrooke, Jane Garrett, Louise Stiles, Ingrid Stott and Attorney General, Jill Hennessy, who participated in Storytime at Point Cook Library.

Contact with Victoria’s MPs continued through the March to June closure of public libraries due to the COVID-19 pandemic. All MPs received a letter from the President of Public Libraries Victoria highlighting the many ways in which public libraries continued to support their communities through the lockdown and how they are well-placed to support the recovery effort.

To help tell the story of public libraries during COVID-19, I&J Management Services was commissioned to collect statistical data about public library usage during the lockdown, highlighting that public libraries continued to attract large numbers of new members (registering online) and the skyrocketing use of e-resources.

The main focus of the Libraries Change Lives campaign’s political engagement was on development of Public Libraries Victoria’s second budget submission to State Government in late 2019 for the annual budget announcement in May. With the onset of the pandemic, and the decision by the Government to push its budget announcement back to October 2020, the budget submission was revised during June, taking into account the impacts of the pandemic and how these will affect the Government’s priorities.

The revised submission for 2020/21 seeks, in priority order:
1. $20 million increase over four years in the Living Libraries Infrastructure Program (for building works), including expansion of the Program to cover essential digital upgrades and lifting of the funding cap to $1.5 million.
2. A further $15 million over four years to extend opening hours across the state.
3. $10 million investment over four years for universal and targeted program delivery; specifically, a two-year pilot program that places social [support] workers in public library services and roll-out of government funded children’s and youth librarians and STEM resources.

The budget submission is being 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, including the new Minister for Local Government, the Hon Shaun Leane MP, who was appointed on 23 June.

Complementing the community campaign and political engagement, a partnership with the Australian Library and Information Association produced a multi-module online training program to build the advocacy skills of Victoria’s public library staff. Over five rounds, 185 staff participated in this training.

https://librarieschangelives.org.au/
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 for the Statewide Public Library Development Projects.

The second ever skills audit of Victorian public library staff was undertaken by Professor Gillian Hallam in September/October 2019. With over 1,500 respondents - more than half the workforce - rich data was gathered about the skills and skills gaps in the workforce, which will inform a professional development program offered to public libraries over the next three years.

The development program offered in 2019/20 was heavily impacted by the COVID-19 pandemic. While Victoria’s public libraries were in lockdown, many programs originally planned for face-to-face delivery transitioned to online delivery. Highlights over the year included:

- Practical and financial support for the inaugural Public Libraries Victoria conference, themed around Libraries Change Lives; and delivering the online seminar ‘Libraries: at the heart of healthy communities’.
- A fabulous online Leadership Learning Forum for library managers and emerging leaders, delivered by Ruth McGowan on the theme of ‘Political savvy’.
- The seventh Shared Leadership Program, a deep experiential learning experience over six months for Victoria’s emerging sector leaders.
- The second Managing Self, Managing Others program for staff supervisors, delivered in five intensive online modules.
- The 2019 Barrett Reid Scholarship - $15,000 awarded to Georgina Earl from Moreland Libraries to support her proposal to research international best practice in libraries striving to improve outcomes for people experiencing homelessness.
- The 2020 Pierre Gorman Award - $25,000 awarded to Whitehorse Manningham Libraries for a pilot program providing adults living with a disability with the opportunity to gain work-ready skills through work experience in library events management.

Reading and literacy services

A six-year program of Statewide Public Library Development Projects in support of the core reading and literacy services offered by Victorian public libraries was concluded in 2019/20. This program began with the development of the Reading and Literacy for All strategic framework (2015-18) that drove much of the subsequent work, which particularly focussed on services offered to groups outside of the formal years of schooling.

The final three initiatives delivered in 2019/20 were:

- Publication of a revised Reading and Literacy for All strategic framework.
- A best practice seminar for public library staff focussed on adult literacy services and programs.
- A new statewide reader development community engagement program, the Autumn Book Binge.

The Autumn Book Binge 2020 was designed to run over March, April and May, and 43 of Victoria’s 48 public library services were excited to participate. Library patrons were invited to take the challenge to read nine books over the three months, one in each of nine pre-set categories. The idea was to encourage library patrons to ‘read more, read widely’. Libraries were supplied with collateral to run the program and encouraged to offer complementary programming such as author events. Some programming support was made available to libraries in rural areas. Sadly, the closure of Victoria’s public libraries due to COVID-19 meant that the beautiful Autumn Book Binge 2020 program did not proceed as planned, although some libraries were able to transition to online delivery.

Kate Torney, Georgina Earl and Maxine McKew
Acknowledgments

At the end of the 2017 - 2020 cycle of Statewide Public Library Development Projects it is appropriate to acknowledge the project management team at the State Library, led by Debra Rosenfeldt, Robyn Ellard and Jacqui Horwood, and the senior people in Victoria’s public libraries who generously served in three advisory groups.

**ADVOCATE Program workgroup 2017 - 2020**

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<th>Name</th>
<th>Position</th>
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<tr>
<td>Sally Both</td>
<td>Chief Executive Officer</td>
<td>Whitehorse Manningham Libraries</td>
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<td>Chris Buckingham</td>
<td>Chief Executive Officer</td>
<td>Casey-Cardinia Libraries</td>
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<tr>
<td>Chris Kelly (resigned)</td>
<td>Chief Executive Officer</td>
<td>Goldfields Libraries</td>
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<td>Patti Manolis</td>
<td>Chief Executive Officer</td>
<td>Geelong Regional Libraries</td>
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<td>Yvette Parker</td>
<td>Manager</td>
<td>Glenelg Library</td>
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<tr>
<td>Kevin Preece</td>
<td>Chief Executive Officer</td>
<td>Goulburn Valley Regional Libraries</td>
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<tr>
<td>Vanessa Schemickau (resigned)</td>
<td>Manager, Vibrant and Creative City</td>
<td>City of Port Phillip</td>
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<tr>
<td>Michael Scholtes</td>
<td>Chief Executive Officer</td>
<td>Corangamite Regional Libraries</td>
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<tr>
<td>Susan Thomson</td>
<td>Resources / Content Coordinator</td>
<td>Greater Dandenong Libraries</td>
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<tr>
<td>Ann Twyford</td>
<td>Chief Executive Officer</td>
<td>Wimmera Regional Libraries</td>
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<tr>
<td>Leanne Williams</td>
<td>Chief Executive Officer</td>
<td>West Gippsland Regional Libraries</td>
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**LEARN AND LEAD Program workgroup 2017 - 2020**

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<tr>
<td>Felicity Macchion</td>
<td>Manager</td>
<td>Libraries</td>
<td>Yarra Libraries</td>
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<tr>
<td>Rhonda Rathjen</td>
<td>Manager</td>
<td>Libraries</td>
<td>Wyndham Library Service</td>
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<tr>
<td>Monique Goodheere</td>
<td>Library Operations Coordinator</td>
<td>Greater Dandenong Library Service</td>
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<td>Stephanie Wilson</td>
<td>Coordinator Libraries</td>
<td>Mornington Peninsula Libraries</td>
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<td>Troy Watson</td>
<td>Manager</td>
<td>Libraries</td>
<td>Melton Libraries</td>
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<td>Janet Aumann (resigned)</td>
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<td>Jenny Wyllie</td>
<td>Library Services Manager</td>
<td>Goulburn Valley Libraries</td>
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**READ Program workgroup 2017 - 2020**

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<tr>
<td>Anne Maree Phabe</td>
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<td>City of Melbourne Libraries</td>
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<tr>
<td>Katie Norton</td>
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<td>Collections &amp; Community Programs</td>
<td>Whitehorse Manningham Libraries</td>
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<td>Caz Smith</td>
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<td>Darebin Libraries</td>
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<td>Kathie Olden</td>
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<td>West Gippsland Regional Library Corporation</td>
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<td>Genimaree Panozzo</td>
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<td>Libby Kotschet</td>
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<td>Murrindindi Libraries</td>
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<td>Danielle Marie</td>
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<td>Jenny Fink</td>
<td>Executive Manager Learning &amp; Community Hubs</td>
<td>Ballarat Libraries</td>
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<td>Loueen Twyford</td>
<td>Library Coordinator</td>
<td>Wangaratta Library</td>
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Highlights from Across Victoria

Libraries across the state delivered innovative and creative programs designed to meet the needs of their communities.

**Whitehorse Manningham Regional Library Corporation**

A fundraising campaign was undertaken by WML to raise over $4,000 to support the Give the Gift Reading Program delivering 270 books and puppets to 90 local families in need at Christmas 2019. WML was also fortunate to receive a Readings Foundation grant of $5,900 to extend the Give the Gift of Reading program in 2020 to provide gift bags of books and at-home Storytime kits to families experiencing disadvantage.

WML was successful in securing funding from the Partnership Network Grant and the Victorian Inspiring Australia programs. This enabled the Makerspace team to purchase a Strawbees coding and robotics construction system to run six activities from November 2019 to January 2020 for 118 children.

WML was delighted to be the recipient of the 2020 Pierre Gorman Award for Our Library, Our Program: a job ready initiative. The grant will support the delivery of a pilot program providing the opportunity for adults living with a disability to gain work-ready skills through work experience in library events management.

**Buloke Library**

Story Time began in Charlton on the 23rd July 2019. Each fortnight 3 stories were read to children aged 0-5 years.

At the start of 2020 we offered a school holiday program Story Time in Wycheproof which saw children up to 11 in attendance and also sessions each at the Donald and Birchip Kindergarten begin for the first term. Buloke Library Service extended its reach to all 10 communities across 8000 sq kms with a fortnightly service to Nandaly in the north of the shire. This service alternates with a visit to a small Catholic primary school in the neighbouring community of Sea Lake.

**Gannawarra Libraries**

A highlight for Gannawarra Library Service was hosting an International Women’s Day breakfast at the Sir John Gorton Library branch in Kerang. This was the second year Kerang has hosted such an event which featured guest speakers who spoke to the theme ‘Each for Equal’.
Campaspe Regional Library

Land is Family Exhibition/International Women’s Day at Campaspe

After the success of the Land is Family Exhibition at the Murtoa Stick Shed and the Swan Hill Library Service, Campaspe was also able to connect with Jenani Therone from the House of JT and bring part of Therone and to Camille Cullinan at Swan Hill for her support and encouragement for Campaspe to host a separate exhibition.

West Gippsland Regional Libraries

In October 2019, West Gippsland Libraries opened the first library in Victoria with 24/7 access, at Foster. Recognising the needs of the local community with most people working more than 35 hours a week, the 24/7 access provides members more freedom to visit the library outside of traditional opening hours. Since its launch, we have seen dozens of members sign up each month to take full advantage of the after-hours access at Foster Library for quiet study, access to PCs & Wi-Fi, and to borrow books and other resources.

Partnering with Mindfull Aus, West Gippsland Libraries also delivered accredited Mental Health First Aid training to our team and community for a heavily subsidised rate. This training ran across our three shire councils (Bass Coast, South Gippsland and Baw Baw Shires) for the months of January to March. We now have mental health foot soldiers in Gippsland which enables us to help support those who are struggling with mind and behavioural health challenges.

Wellington Library Service

Wellington Shire delivered new virtual programming using Zoom and Facebook to interact with patrons and promote our services. Virtual programming is seen a necessity at this time and new programming is continually being developed to meet changing needs.

Although Wellington Shire libraries continue to loan items and run programs, we also maintain a presence with each community. Each branch is committed to local events and engages with local bodies and partnerships through the year.

Yarra Plenty Regional Library

YPRL was pleased to abolish overdue charges and go “fine free” in July 2019. This is an investment in literacy, removing obstacles for people wanting access to books and other learning materials and making sure they are available to everyone. The announcement was well received by members and congratulated by our peers in the library industry.

Mill Park Library underwent an 11-week renovation, re-opening its doors in July 2019. With more spaces for the community to meet, study, relax and work; an expanded children’s area with a cubby house, Storytime stage, and breastfeeding nook; a permanent café; and a large outdoor deck, the building has been transformed into a modern and comfortable library. Significant upgrades to the facilities include acoustic treatment, new carpet and paint, furniture replacement, improved amenities in the parent’s room, new PCs, and an increase in charging outlets.

Casey Cardinia Libraries

The Faces of the Library: The CCL brand was refreshed in 2019. There was a distinct shift in positioning to a less formal approach that reflected our values and captured the excitement of library membership - ‘Your ticket to endless possibilities’. Our very own library members are the champions of the new brand, allowing us to use their images and stories to spread the word about how important their library is to them.

The new Cardinia Mobile vehicle was launched at Bunyip Primary School just in time for Christmas. The new prime mover and trailer is an eye-catching sight as it travels through the small towns of Cardinia Shire. Funded by the Victorian State Government ‘Living Libraries’ Infrastructure Grant and Cardinia Shire Council.

In January, the Pakenham Library was flooded, drained, re-carpeted and re-opened within 10 days - it was a mighty effort by staff and Cardinia Shire Council. Pakenham Library is one of our most popular branches, and our community was grateful for the quick response and reopening.

Latrobe Library

During the 2019/20 year, the Latrobe City Library Service delivered several popular events for the children/young adult demographic. This included three oversubscribed Harry Potter Night events), Escape Room activities and two regular term-time weekly ‘clubs’, one for fandom and one for craft activities.

Working with other Council units (Leisure, Performing Arts, Latrobe Regional Gallery and Living Well Latrobe), the libraries team also delivered its popular ‘Stay Local School Holiday’ activity program during the winter and spring school holidays in 2019.

Other successful events included ‘Valleys in the Valley’, a volunteering expo and the ‘Seed Library Launch’, officially promoting our seed library at a local sustainable food event.

“Hi there, just wanted to let you know how truly grateful we are for the home delivery service. We have quite a book collection at home but the kids were really craving some new reads. There were squeals of delight and dancing around the house from both my 7 & 4 yo’s when we received our first precious package yesterday!! You have brought so much joy into our home. Stay safe & keep up the amazing work.”

TANIA, CASEY-CARDINIA
Brimbank Libraries

Brimbank Libraries received a grant from the Good Things Foundation to increase digital literacy for non-English speaking community members. Programs delivered included:

- Digital literacy sessions to Burmese and Vietnamese communities by facilitators in their native language. A total of 16 sessions were planned, with 14 delivered before libraries went into lockdown.
- Burmese and Hindi bilingual story tellers were engaged to deliver story times to families in our Libraries

The Brimbank Writers & Readers Festival was re-imagined and adapted for the virtual space in response to the Covid 19 pandemic. Authors engaged for the cancelled face-to-face event in March agreed to be interviewed and filmed at the Bowery Theatre in St Albans, enabling the annual festival to be delivered.

Mildura Rural City Council Libraries

Plans for Murrayville Library to deliver library services onsite to the Murrayville community was postponed due to COVID restrictions. Murrayville will be a 24/7 library and is funded through Living Libraries Program.

Greater Dandenong Libraries

The new Springvale Library as part of the Springvale Community Hub was completed and is ready to be opened once COVID-19 restrictions are lifted.

Partnerships with the Emerging Writers’ Festival and Melbourne Writers’ Festival delivered successful events with the City of Greater Dandenong.

The City of Greater Dandenong received Libraries After Dark Funding with the program being launched at Dandenong Library.

Reading Therapy Dogs were introduced into the Communities for Children funded program ‘The Bridge’ which provides intensive one-on-one homework and reading help for primary school aged children. Library Services works in partnership with local primary schools to identify and refer children and families who require additional literacy and reading support.

Moorabool Libraries

The success of the 2020 Peter Carey Short Story Awards, a major highlight for 2019-20, deserves special mention this year as it was held under difficult circumstances. There were 322 adult entries and 116 entries from junior writers, at a time when schools were closed. The online presentation ceremony attracted 62 live watchers on the day and 370 total views of the event.

Geelong Regional Libraries

We were very proud to deliver the highly successful sixth annual Word for Word National Non-Fiction Festival in November 2019 at the Geelong Library & Heritage Centre. The Festival featured sell-out sessions and thought-provoking presentations from authors including Archie Roach AO, Jane Caro, Rev Tim Costello AO, Shokoofeh Azar, Clare Bowditch and many others.

We also gathered the community together to celebrate the first year of operation of our 17th branch - the Leopold Library - with a family fun day in early December 2020.

We have completed and endorsed two important pieces of work this year: our Collection Development Plan 2020-23, which represents our fundamental commitment to supporting reading and a range of literacies in an increasingly digital world; and the Corporation’s first Cultural Protocols, which will guide and build on our work with Aboriginal and Torres Strait Islander individuals and communities and protect Aboriginal and Torres Strait Islander cultural and intellectual property rights.

Hume Libraries

The Sunbury Library in the Hume Global Learning Centre opened on 16 December 2019 as a vibrant learning precinct; a place inspiring community engagement, lifelong learning, access to information and collaboration with the overarching theme “honour the past, value the present, imagine the future”.

Since opening its doors in the new HGLC, the Sunbury Library has welcomed 78,099 visitors. The Sunbury library is home to more than 42,000 books, DVDs and other items. Along with a large children’s area and access to public computers, dynamic spaces throughout the library invite a sense of exploration and discovery from visitors and feedback from the community has been overwhelmingly positive.

Taking inspiration from retail merchandising, a boutique ‘showroom’ was established in the Sunbury Library with custom designed furniture and props to feature thematic displays curated by library staff. The ‘showroom’ achieved 80% of items on loan at any given time contributing around 1,000 additional loans per month since its inception.

Swan Hill Regional Library

Swan Hill Library hosted its inaugural Healthy Kids Healthy Planet mini expo during the July 2019 school holidays. Each participating stall ran interactive and educational activities or games which were designed to engage and educate families in a fun way about living sustainably. Participants learned how growing and eating healthy food, drinking water, recycling, and composting waste are good for themselves and the planet. The library partnered with a number of local health and environmental groups including Swan Hill District Health, Lower Murray Water, Zero Waste Swan Hill, North Central Catchment Authority, and Loddon Mallee Waste and Resource Recovery Group. It was such a huge success that all the partners were keen to hold another expo.
Kingston Libraries

From late 2019 until March 2020 Staff tagged the library collection and commenced issuing items with RFID tags. This project also included an extensive weed of the collection at all sites by 25%.

In February and March of 2020 - Chelsea Library participated in a suburb wide series of events as part of Council’s anti-gambling strategy. This was a pilot program to gauge interest among the local community for not only attending events, but for community groups to be participating as providers of activities in Chelsea. The evaluation of this pilot was deemed successful at its review and will run again in 2020 for the duration of the year, restrictions permitting.

The redevelopment of the Dingley Village library was completed in the first half of 2020. The imaging of the library space now includes meeting rooms, and fully enclosed outdoor activity space and a breakout space with the co-located Harold Box Hall. The flexibility of the space, and with a longer opening times, will give the Dingley Village community greater access to the branch new stock curated for this community.

Parkdale Library refurbishment has been a great hit with the community and there has been lots of wonderful feedback about how light and happy the colours are. The RFID kiosks also proved a big hit with borrowers - even those who were at first hesitant about being able to use them correctly. Many were fascinated by the technology that simplified and sped up their borrowing transactions. As the staff settle into a new model of customer service - connecting more with customers and less chained to our desks, they look forward to even more happy patrons.

Hobsons Bay Libraries

In October 2019, an ongoing partnership project between Hobsons Bay City Council and the Seaworks Foundation reached fruition with the opening of a Creative Technology Hub in Williamstown. Programs and activities focused on STEAM outcomes to provide opportunities to skill up, re-skill and obtain new employment opportunities. This project was grant funded by the Victorian Government through the Living Libraries Infrastructure Program (LLIP) and by Gandel Philanthropy. The project was also operationally supported by Toyota, Ronce, AV Jennings and Here Studio.

In February 2020, Hobsons Bay Libraries launched the Grow Your Reader project, an early literacy initiative to assist families to build a love of books and reading for their children from birth to 3 years. The project features a series of parenting early literacy support; and ongoingspecialist training for council staff in the Abecedarian Approach.

Yarra Libraries

Yarra Libraries partnered with local bookseller The Little Bookroom to host Kids BookFest, Melbourne's biggest literary event for children/families. The day was jam-packed with literary stars including Sally Rippin, Leigh Hobbs and Ingrid Laguna. The audience of over 1,200 people was treated to an Illustration Battle between the likes of Luinda Gifford, Andrew McDonald, Ben Woods and Heath McKenzie while older readers listened-in on an author panel featuring Philip Gwynne, Nova Weetman and Emily Gale.

Yarra Libraries held 58 programs specifically aimed at improving our 147 community members's job prospects, whether that be through providing assistance with their resume and job application, or providing foundation for the development of new skills, leveraging content on LinkedIn Learning and the expertise of local professionals to deliver programs that lead to improved employment and productivity outcomes.

Following a unanimous vote by Yarra Council in July 2019, Yarra Libraries abolished late fees and began a five-month amnesty period in which members could have their outstanding fees forgiven with a donation of canned food or packaged home goods/personal items. 'Food for Fines' generated over one metric tonne of donations (delivered to Foodbank Victoria and the Richmond Churches Food Centre) and saw over 2,300 items returned to the library's shelves.

In December 2019, Yarra Libraries launched a new mobile app with world-first features. The app allowed members to scan their item and walk straight out - no queues, no checkouts, and no security alarm. Touted as making borrowing ‘as easy as taking a photo’. We currently have a total of 3221 app downloads across Android and iOS platforms.

Moreland Libraries

In the newly created Maker Spaces at Brunswick and Coburg Libraries community led programming included a craft group who got together in our Coburg Library Maker Space to create wildlife pouches in response to the number of animals injured during the bushfires and library staff led programs included making beeswax food covers, using 3D printers and making beanies. Moreland is such a creative city; it is fantastic to be able to support these creative activities in our libraries.

Online training for library staff “Librarian’s Guide to Homelessness” gave the Moreland City Libraries team valuable understanding and practical skills for providing services to people experiencing homelessness.

Yarra Libraries

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“Hi, I don’t know her name, but I wanted to say thank you to the Coburg librarian who, when she saw I was from Bright, asked me how I was doing (given the bushfire evacuation) - and I burst into tears because this was the first time anyone had asked me - she gave me a glass of water and was so kind. Thank you very much.”

MORELAND
City Of Ballarat Libraries

Libraries after Dark commenced at the Sebastopol Library on 7 November 2020. Every Thursday night the Sebastopol Library opens until 10pm featuring a special free program or activity and light refreshments. Programs include author talks, large board games, craft club, movie nights, Scam awareness, digital literacy and of course library services.

City of Ballarat Libraries received a grant from the Good Things Foundation through their BeConnected program for $5500. The grant was used to buy 5 iPads with protective covers and 5 sim data cards. The iPads were for those over 50 years old who had no device or data. The result was that 5 patrons loaned the iPads for 3 months and we provided weekly training and support. The feedback was outstanding, with patrons for the first time, being able to virtually connect with family and friends, use email, understand security and scams, send photos, download an eBook and use the internet. The iPads will be loaned out continually for three months at a time.

Central Goldfields Libraries

Maryborough Regional Library commenced a Cookbook Book Club in July 2019 - this entails participants choosing a recipe to cook at home. However, due to Covid we have had to suspend this, however we are constantly being asked if we will bring it back when we are open again.

City of Melbourne Libraries

2019/20 brought a big change for our service in the appointment of our first Library Social Worker. The Library Social Worker has made a huge difference in enabling us to not only provide support to our vulnerable communities, but to provide support to our staff. An example of the great work our Library Social Worker does: “two clients of the Library Social Worker program (who I had been supporting since June when they first presented to City Library), just received a public housing offer, which they accepted! The male, now 35yo had been rough sleeping since 16yo. He had been living in a property inspection earlier”! Though we started the Library Social Worker as a project, we are happy to report that this position has been made permanent and will continue to help us serve our vulnerable communities.

Monash Public Library Service

Monash Public Library Service participated in the International Youth Bookmark Exchange at the invitation of Guangzhou Library in China. The competition’s theme in 2019 of “Reading and Walking” highlighted the importance of both pursuits as a way to improve health and wellbeing and understanding and exploring the world. Monash Public Library Service was the only library in Australia to participate in the event alongside Guangzhou Library (China), Los Angeles County Public Library (USA), Lyon Library (France), National Foreign Language Library and Yekaterinburg Mayor Library (Russia).

Glen Waverley library was open continuously for 30 hours for A Night at the Library and held 32 different types of events, workshops, and creative performances. This is the first time a public library In Victoria (excluding SLV) has provided a staff supported program of this nature for this duration. Library visitation increased by 25% on the ‘A Night at the Library’ weekend.

A Quadrilingual online storytime (English, Italian, Chinese and Greek) was held in May as part of the 2020 National Simultaneous Story Time event. This event was also simultaneously broadcast by Starlight TV at the Monash Children’s Hospital which whom we have partnered with for the second time. Monash was the only library service to offer a quadrilingual response to NSS. MPLS delivered a comprehensive film screening program linked to significant issues, community days or events e.g. Australia Day, MidSumma, Moon Landing, NAIDOC, Refugee Week, Sustainability, Autumn Moon Festival. This was the first time we had run this program.

Glen Eira Libraries

Glen Eira Libraries celebrated the Icelandic Jolabokaflod (’Yule Book Flood’) tradition on Christmas Eve, welcoming the community to visit our libraries, enjoy buns, hot chocolate or coffee, chat with staff and other visitors, and take home a book to keep. The community enjoys this opportunity to come together to mix and relax in a safe environment.

Our ‘Guerrilla Kindness’ program connects strangers and spreads joy through kindness notes written by customers which are hidden by staff in books for members to discover.
Love in the Time of Cholera:¹ Libraries respond to COVID-19

Campaspe Regional Library

Campaspe was one of six regional libraries that piloted the National Science Week Regional Champions Program which was a great opportunity for our Kyabram Branch Librarian Natalie Stephenson. This opportunity provided Natalie with mentoring and support over a six-week period to produce an online Science Week event. This was an exceptional program and as Natalie had completed a lot of online STEM training in the first COVID lockdown it was perfect for her to follow her interests in this area and develop her ideas further. Her project ended up being a massive online success and even though she had to work within the restrictions of COVID-19 she still managed to establish a new partnership with the Kyabram Fauna Park and author Leigh Ritchie. The feedback from her videos was outstanding and really lifted the spirits of our local community.

Buloke Libraries

A Buloke librarian has been undertaking Assertive Outreach to engage library members across the LGA. Of 880 library members, some 340 have been contacted. This is being followed up by a library book delivery program instituted in the last weeks of August. This program utilizes these contact calls to assist isolated members to select their preferred reading.

Whitehorse Manningham Regional Library Corporation

From March 2020 all library programs were quickly pivoted to virtual platforms. From March to June 2020, Youth Services Librarians delivered 49 online Storytimes that received 43,593 views. 977 people participated in virtual adult programs and loans of eBooks increased by over 60%.

2,158 free contactless Home Delivery of library materials to local residents were made from April to June 2020. Contactless Click and Collect services were also available during the periods that this was permitted.

West Gippsland Regional Libraries

During the Covid19 pandemic, West Gippsland Libraries launched the first live online chat function for a library in Victoria (and possibly Australia). This is proving successful and is a great way to engage with our community, particularly while the library is physically closed.

We are also proud to have been able to donate retired West Gippsland Library PC’s to the community at Fairview Homes in Warragul. Residents now have access to free resources via the Library webpage and to connect with their families online. This is something we are extremely proud to have done during this crisis.

Wellington Library Service

Our normal service benchmarks are affected by COVID-19, but through the efforts of staff and their involvement with local communities, the library branches maintain connection and relevancy.

Click & Deliver service was enthusiastically welcomed by the public as we delivered over 4,000 items to 1,200 patrons and received 1,500 items in return. Maintaining circulation meant we were able to quick to recover once we reopened our doors. The program has been repeated during the second lockdown and has been an intensive but rewarding process.

¹ Love in the Time of Cholera: A novel by Gabriel García Márquez

“Losing libraries was the very worst of the lockdown for me – and doubtless for many book lovers. What u folks at WML have been doing is caring, supportive and completely awesome. Thank you all so much.”

WHITEHORSE MANNINGHAM

“Thank you both for the selection of books you put together. It seemed like Christmas when my son came in with the bag of books. I really appreciate you both taking the time to do this for me.”

LATROBE
Casey Cardinia Libraries

When it became clear that the pandemic would cause severe disruption to services, CCL was quick to transform the business to a virtual environment for both staff and customers. There were insufficient devices available to enable our workforce to operate from home. Key to the delivery of library services remotely were the following projects:
We established a Customer Care Team during the COVID-19 Crisis that were able to receive all our general inbound calls, and make outbound calls to vulnerable customers through a new phone system, operated through staff laptops.
Our website features a new page, Library at Home, with links to YouTube clips of our Children and Youth Services team running Times Time, Storytime and STEAM Club, as well as links to other literacy/STEAM activities. We added adult content such as podcasts about books and authors, and special interest talks.
CCL started a home delivery service that delivered more than 7,000 parcels of books during the first COVID-19 response and recovery phase. Australia Post workers collected items from our libraries and delivered them directly to peoples’ homes. The popularity of this service was demonstrated by our empty library shelves - almost half of our collection was out on loan by the time we began re-opening our libraries. At the end of March 2019, 34 percent of our collection was on loan, at the end of May, 2020, the tally was closer to 48 percent, that is more than 44,000 more items in peoples’ homes.
In June, 60 laptops and desk top pcs were added to the lending collection to support community members who needed them. They were all borrowed quickly, which demonstrated how much they were needed.
We successfully ran our first community fundraiser, which raised more than $11,000 to the end of June for the home delivery service.

Gannawarra Libraries

Our Library Services have been closed as per Government requirements. Patrons very understanding but eager to have us open again. We received many phone calls, cards and even flowers from patrons during closure and at re-opening which shows how vital libraries are to the local community.

Geelong Regional Libraries

When our libraries closed in mid-March 2020, staff at Geelong Regional Libraries quickly turned their efforts towards enhancing online service delivery, with a number of rapid and creative solutions put in place to ensure the community could continue to engage with the library whilst in lockdown. An online hub - Your Library @ Home - was created to house entertaining content, digital downloads, online events and authoritative information. Our author events have been successfully delivered online via Zoom since early April, with good attendance rates and high levels of engagement. Our eCollections have seen a significant spike in popularity during this time, and we created a number of ways for the community to seek assistance with using the eCollection, including through the introduction of a new instant chat feature on our website.

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Brimbank Libraries

The Brimbank Libraries YouTube channel was re-activated as a platform for reaching the community and delivering virtual programs from 1 April 2020. The YouTube channel's total views have reached almost 30,000 since the pandemic, with daily additions of virtual programs such as story times, adult literacy, how to access digital resource tutorials, book reviews and children’s science activities. The most popular video was the live action role play of Eric Carle’s The Hungry Caterpillar with 6,404 views.
From 1 April 2020 Brimbank Libraries rolled out a comprehensive online suite of programs and introduced ‘Library To Your Door’ service. In April - June 2020 Library staff made 2545 deliveries of library materials in a contactless delivery service to community members (issuing 190,362 items). This was replaced in June with a Click and Collect service where we had 710 pick-ups.

Mildura Rural City Council Libraries

Commenced a Postal Delivery Service during COVID and also ‘Click and Collect’. Assisted the community with Border passes for NSW and South Australia and delivered a number of online programs such as Online Storytime.

Swan Hill Regional Library

On Monday March 23, Swan Hill Regional Library Service closed its doors to the public. Library staff were quick to start planning how library services could continue to be delivered.
By Wednesday 25 March, only 2 days after the library doors closed, the regular weekly Move and Groove early years literacy program was delivered at its regular time, however for the first time it was online rather than face to face. Since then all three weekly early years literacy programs have continued being delivered online at their regular time.
Two service models were used to deliver library materials to mobile library customers. The click and collect model enabled customers to request items. Library staff would then ring to organise an appointment time for the customer to pick up the items from their regular mobile library stop. Other mobile library customers received materials through the home library service which was expanded to enable delivery of items to people living in our smaller outlying communities which are not usually serviced by our home library program.
A trolley of discarded library materials and donations, which people can take and enjoy was put out the front of the library each day. The trolley was restocked each morning and often again during the day. It has proved really popular with people walking past the library and those who turned up not realising the library was closed.
Greater Dandenong Libraries

Interactive ‘Live Streamed’ programs included school holiday programs, “Think Tank” science programs, podcasting, business workshops, Emerging Writers’ and Melbourne Writers’ Festival with a total of 689 participants.


In addition to the virtual program delivery, the library staff supported community members with over the phone Tech Support, Learning Help for Adults, English conversation buddies, resume and job seeking assistance and home learning support.

The Libraries also delivered Library resources to 508 Greater Dandenong based Library members using Australia Post contactless courier service.

Frankston City Libraries

The libraries team partnered with Frankston City Council’s Family Health Support Services to distribute weeded Large Print books to socially isolated seniors.

The Libraries Engagement and Innovation team continue to deliver a range of programs and events online. We continue to be humbled by the calibre of the authors agreeing to chat with us and the Frankston City community. During the pandemic this has included: Christian White, Heather Rose, Lucy Trevar, Kathy Lette, Karly Lane, Stephanie Wood, Fleur McDonald, Maya Linnell and Michael Veltch (to name just a few).

Frankston City Libraries Storytime Live sessions have been hugely popular with the Frankston City community, having been viewed for more than 80,000 minutes since they began back in March.

The Engagement and Innovation team adapted the much loved Mayors Reading Challenge, now in its 10th year, to a virtual setting. The local newspaper, The Frankston Times ran a front cover piece to promote the initiative.

Since the start of the pandemic, the team has implemented Niche Academy to assist the community to access online resources and services. In the first month the online tutorials were accessed more than 900 times, in part due to the take up of eBooks and eAudiobooks, as the Collections team increased the purchasing to support the changing needs of the community.

The Innovation team also engaged Stay In Touch, an organisation who has undertaken talks in libraries across the state, to run a series of online events to support the community with digital literacy.

Prior to the start of the pandemic, the team had just completed a library survey in the community. The feedback included the request to run a writing competition and this was being developed by the Engagement team. The stay at home restrictions led the team to change the focus of the competition, and to encourage children to write about ‘The time we stayed home’.

Hume Libraries

From 23 March 2020, library programs moved online providing:

- Live streaming of story-times at 10 am six days every week.
- STEAM programs, online book clubs and engagement programs for young people and adults.

Hume Libraries Express commenced operation in early April and provided delivery of library materials direct to customer’s homes via an agile delivery model, which ensured Hume Libraries’ customers had access to all library materials whilst the stay at home orders were in place.

Moorabool Libraries

The shutdown of Lerderderg Library, towards the end of March, had a very large silver lining for the service. It gave staff the opportunity and time to do a complete re-design of the floor space/layout. The result will be a more welcoming and friendly entry into the building, with the collections looking fresher and more accessible to all.

The greatest highlight of 2019-20 was the way in which library staff embraced the digital environment and continued developing programs and events, providing vital engagement opportunities for our community in very trying times. These programs included live streaming of pre-school storytime, baby rhyme time, and bedtime storytime via Facebook. The first ever live stream of storytime, held the day after the library shut down in late March, attracted a total of 4,500 views over the following days.

The library moved the monthly Book Chats online, via Zoom, and they proved to be a great success. Some of the Chatters had never engaged in an online meeting before but got the hang of it very quickly.

A library staff member gave 3 online poetry recitations, via Facebook, to mark Anzac Day and Mother’s Day. Again, very well received with 929 viewings.

Staff also developed a number of small tutorials to assist users to engage with online databases, particularly eBooks and online newspapers.

Boroondara Library Service

During the COVID-19 period, the Boroondara Library Service offered access to electronic collections and resources, phone and email assistance, online events, videoed storytimes and a book delivery service for Boroondara residents. Library staff also worked in the crisis support phone centre and with immunisation services.

Once reopened, the Library Service enabled collection of reserved material, a new book bundle service - Librarian selected items based upon the reading preference of borrowers, and book browsing. Access to electronic collections and resources, phone and email assistance, online events and videoed storytimes continued as did book deliveries for those Boroondara residents who were unable to come to our Libraries.

“Thank for your support, time and warm help in getting my resume sorted to a higher standard. I feel like celebrating!”

DANDENGONG

Thank you so much for all you have done during these strange months. Your online storytimes have been a vital resource in our family (a little bit of socialisation for my boy and a little bit of sanity time for me!), not to mention your generosity in lending out previously reserved items for the duration of lockdown. You are indeed the thin red line between civilisation and barbarism! Heh.”

FRANKSTON
Yarra Libraries

Having recognised the mental health benefits of reading as a recreational activity, Yarra Libraries partnered with local bookseller The Little Bookroom to launch a new initiative aimed at funding the purchase of new books for children and young adults in isolation/self-quarantine in the housing estates across the City of Yarra. Between April and June, over $4,000 was raised which saw hundreds of books distributed into the homes of our community.

Yarra Libraries has teamed up with not-for-profits Open Table and Cultivating Community to assemble and distribute food relief packages to people who need them. An average of 371 packages delivered each week since the start of the year.<br>

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Pre-loved library books are also being given a new lease of life through the Belgium Ave and Collingwood Neighbourhood Houses’ Lifting Spirits Keeping Connected program which was launched in response to COVID-19. Before the end of June 2020, over 15,000 books had been donated.

Our talented storytellers adapted our preschool literacy programs for the screen and created a series of videos called Stay-at-Home-Storytime. Published weekly on our Facebook page and Vimeo channel, the ... attracted over 3,000 members and continues to be used to share video content made by librarians all over the world.

One of the initiatives we started while our branches were temporarily closed due to COVID was the home delivery of library items. Binge Bundles were hand-picked selections of items, chosen by our expert team of librarians, in response to customer interests and books they’d read recently. These bundles were then delivered safely to our members’ homes by a team of couriers. Over 530 deliveries were made between April and May.

Hobsons Bay Libraries

Despite the COVID-19 pandemic causing significant disruption to the service in the last quarter, the Hobsons Bay Libraries team moved quickly to ensure that the Hobsons Bay community could continue to access valuable library services, for example: immediately expanding available eBook and eAudiobook collections; launching a new contactless ‘Book a Book’ home delivery service; and trialling new ways of delivering popular services (for example Stay-at-Home storytime, virtual author talks and book clubs). This rapid response ensured that the service maintained its position as a key front facing service point for Council throughout the pandemic.
Monash Public Library Service

The service launched the library YouTube channel in March 2020 to support online programming for all cohorts.

Online story times in English and major CALD languages including the first time ever quadrilingual National Simultaneous Storytime and introduction of an online film club for film enthusiasts from the library’s newly subscribed film streaming service Beamfilms.

Whilst the library was closed due to COVID-19, the baby time videos were developed to engage parents of children aged under one year old in song, play and literacy development. The library had 3,693 YouTube downloads of 60 programs up to 30 June.

Vulnerable community members have been supported through targeted delivery of titles including a joint initiative with Council’s Meals on Wheels clients who received books and magazines according to their reading preferences.

On reopening on 1 June reservations increased by 150%. Throughout June the library has provided a range of services to the community including Wi-Fi, printing, click and collect of reservations, book bundles, PC use and study options in line with government re-opening directives and public and staff safety.

Glen Eira Libraries

More than 50 per cent of Glen Eira Libraries collections budget was allocated to increasing e-book and e-audiobook content and other new online resources to give the community increased choice of material to borrow online while library doors were closed.

An online Live Chat service through the library website was initiated as an additional channel for library members and the community to contact libraries and get help to access and use library services.

A welcome and unexpected bonus from changes to library operations due to COVID-19, has seen staff who do not usually engage in delivering programs, now having the time and opportunity to explore their creativity and share their skills e.g. by doing online storytimes in Russian, Polish and Hebrew, pet storytimes, embroidery workshops, how-to videos for using library resources, etc. Staff from other areas of council have also participated in these sessions, adding new voices and skills to our offerings.

Central Goldfields Libraries

Maryborough Regional Library kicked off online children’s programming on March 20th with a widely successful story time session and have continued to offer a range of weekly programs via video format, dropping each weekday on their regularly scheduled time.

Collaborated with people of all ages and occupations throughout the local council area to create a community storytime video and created fun staff interview videos to share.

City of Ballarat Libraries

All programs are produced in the digital environment and include:

Virtual digital training

Sessions have been delivered on MyHealth and an example of feedback is: Thank you ever so much for the My Health session on Tuesday evening. I found your presentation interesting & very easy to follow. So much so that for the first time I have been able to go into the My Gov site & find my way around My Health Records.

Online Story times

Three per week are offered with special Storytimes relating to Mother’s Day, Reconciliation week, National Simultaneous Storytime etc. produced. Feedback is round how much patrons appreciated being able to see and listen to the Children’s Librarian.

Book Tailor program

Very successful program with 154 requests received in six weeks. Comments are very positive such as below.

Loaning out equipment

This has been life changing for participants:

Feedback: participants are all making significant advances in overcoming the isolation they are experiencing. New skills are being developed and an example of this is a participant finding a place to rent, downloading a contract and sending it to OfficeWorks to be printed. Huge skill development from someone who had never used a device.

Online school holiday programs: handing out kits to children including Craft, Construction and Little Bang Discovery Science kit.

City of Melbourne Libraries

During COVID-19, our online eCollections thrived and found new audiences across Victoria. Whilst the usage of Ebooks, eAudio, and eMagazines all went up by 37-41%, it was our offerings of online Ancestry (103%), ESL materials (100-124%) and children’s Storybox (221%), that saw the biggest leap.

City of Melbourne Libraries online programs also flourished during COVID19, with the service offering everything from children’s storytimes and craft activities, to cooking workshops, book clubs and writing workshops. City of Melbourne Libraries successfully ran information seminars for job seekers, workshops on taxation and provided multiple events for our community to get the information they needed regarding the changes to rental and tenancy laws that came into force during COVID-19. One of our biggest success stories was how we supported our international students and migrant community by continuing to offer ESL Conversation Club groups twice a day during the work week.
Victorian Public Libraries 2019-20 Snapshot

Key Statistics

Income, expenditure and staffing

$258.5M Total operational funding (vs $260.9M in 2018-19, -0.9%)
- $208.4M from local government ($209.6M, -0.5%)
- $43.3M from Victorian government ($42.3M, +2.5%)
- $3.8M from user fees and charges
- $3.0M from other sources ($9.0M, incl. user fees and charges)

81% % of operational funding from local government (80%)
17% % of operational funding from Victorian government (16%)

$0.7M Grant funding from Commonwealth government ($0.4M)

$13.1M Total capital funding ($21.9M, -40%)
- $11.6M from local government ($19.6M, -41%)
- $1.5M from Victorian government ($2.3M, -37%)

$39.19 Total per capita library service funding ($40.39, -3.0%)
$31.60 Per capita funding from local government ($32.44, -2.6%)

$6.57 Per capita funding from Victorian government ($6.55, +0.3%)

$5.98 Per capita expenditure on library collections ($5.72, +4.6%)
70% % of total expenditure on staff costs (70%)

16% % of total expenditure on library collections (15%)

1,864 Library staff EFT (1,852, +0.7%)
0.28 Library staff EFT per 1,000 population (0.29, -1.4%)

Note: Financial statistics exclude income and expenditure for Vision Australia (approx. $4.2M).

Library facilities

277 Number of library branches (277, no change)

29 / 310 Number of mobile library vehicles (30) and mobile stops (317)

12,383 Total number of opening hours per week at branches and mobiles (12,232, +1.2%)

64 Number of other library outlets (72, -11%)

779 Total number of opening hours per week at other library outlets (668, +17%)

Collections

7.58M Total number of physical collection items (7.76M, -2.2%)
7.37M Number of physical collection items available for loan (7.62M, -3.3%)

66% % of the physical collection purchased in the last 5 years (67%)
823K Total number of ebooks and digital resources (736K, +12%)

8.41M Total number of collection items (8.49M, -1.0%)
9.8% % of total collection that is digital items (8.7%)

1.27 Total number of collection items per capita (1.31, -3.1%)

Membership and customer satisfaction

6.60M Total Victorian population at June 2019 (6.46M, +2.1%)
2.24M Total number of library members (2.22M, +1.1%)
34.0% % of Victorian population who are library members (34.3%, -1.0%)
933K Total number of active borrowers (1.002M, -6.9%)

14.1% % of Victorian population who are active library borrowers (15.5%, -8.9%)
8.46 Average customer satisfaction rating (8.55, -1.1%)

Visits

21.7M Total number of visits to library branches (30.5M, -29%)
157K Total number of visits to mobile libraries (231K, -32%)
18.8M Total number of website visits (new item)
10.2M Total number of website visitors (12.9M, -21%)

252K Total number of outreach program visits (345K, -27%)
83,801 Total number of collection delivery visits (80,710, +3.8%)
1.2M Total number of launches of a library app (0.64M, +89%)

3.3 Total number of branch and mobile visits per capita (4.8, -30%)

Loans and downloads

31.3M Total number of loans of physical collection items (41.1M, -24%)
6.85M Total number of downloads of ebooks and digital resources (4.95M, +38%)
38.1M Total number of library loans (46.1M, -17%)

5.8 Number of loans per capita (7.1, -19%)
4.7 Turnover of physical items (loans per item) (6.4, -26%)
1.0 Turnover of digital items (loans per item) (0.77, +36%)

Program participation and technology use

1.62M Total number of participants in library programs (2.26M, -28%)
246 Number of program participants per 1,000 population (350, -30%)

3.64M Number of public access computers, laptops and tablets (3,967, -8.0%)
0.55 Number of public access devices per 1,000 population (0.61, -10%)

532 Number of OPAC devices (online public access catalogue) (533, -0.2%)
1.55M Hours of use of library computers, laptops and tablets (new item)
2.48M Hours of wifi use (2.76M, -10%)

612 Hours of computer and wifi use per 1,000 population (new item)

1.33M GB of download (new item)
COVID-19

In response to the COVID-19 pandemic, a state of emergency was declared in Victoria on 16 March 2020. Lockdown provisions were implemented and three LGAs (Ballarat, Melbourne, Moonee Valley) immediately closed their library doors to the public. Library services continued to close over the following week, with all Victorian public libraries closed to the public by 25 March. Although there was some limited opening up of libraries in June with attendance limits and physical distancing, the state of emergency was still in place on 30 June 2020.

The COVID shutdowns did not mean that public library services ceased to be delivered. Library members were encouraged to access online collections and new online programs and content (e.g. pre-recorded or livestreamed Story Time videos, online book clubs and author talks). Some libraries established home delivery services so that homebound members and others who could not access the physical collection could still get books to read and DVDs to watch.

However, in the 14 weeks from late March to 30 June 2020 there were significant reductions in service capacity and options, and consequently significant reductions in public access to and use of library services. For example:

- some libraries had a small number of staff onsite, most instituted work from home arrangements, some Councils stood down their library staff (including permanent employees)
- there were no visits to libraries, no use of library computers and wifi, no onsite programs to attend
- loans of physical items could only be made through home delivery or click and collect services if these were on offer.

As a result, the 2019-20 statistical data is not directly comparable to that reported in previous years, with the period from 1 July 2019 to late March 2020 representing only 70-75% of a full year.

Library Outcomes

The 2016 Guidelines, Standards and Outcome Measures for Australian Public Libraries, developed by the Australian Public Library Alliance (APLA) and the Australian Library and Information Association (ALIA), described six key outcomes from the provision of public library services. They are:

- Literacy and lifelong learning
- Digital inclusion
- Personal development and wellbeing
- Economic and workforce development
- Stronger and more creative communities
- Informed and connected citizens.

During 2019-20 Victorian public libraries continued to deliver a diverse array of individual and community benefits. Most importantly, during the COVID shutdowns the public library sector has once again demonstrated its deep knowledge and understanding of the community by seamlessly pivoting what it offers and the way services are delivered to give connections, hope and inspiration to people isolated in their homes.

Literacy and lifelong learning

Through collections, programs and facilities public libraries provide many opportunities for people of all ages and interests to pursue formal and informal study and lifelong learning.

A grandmother at Fawkner passed on her appreciation for our Word Play, Rhyme Time and pre-school Story Time sessions. They are not only useful for her granddaughter, but they help her to improve her confidence level and English ability.

A middle-aged Chinese man, recently arrived in Australia with limited English, asked me which newspapers he could look at. I explained to him that most libraries had a small number of staff onsite, most instituted work from home arrangements, some Councils stood down their library staff (including permanent employees), there were no visits to libraries, no use of library computers and wifi, no onsite programs to attend.

Economic and workforce development

Use of library services and programs by different people and groups within the community can support improved employment and productivity outcomes.

A middle-aged Chinese man, recently arrived in Australia with limited English, asked me which newspapers he could look up jobs in. I explained to him that most jobs are now online, and he should look at a site like Seek.

He was unfamiliar with job websites so I booked him on a PC, helped him to register on Seek, we tidied up his rough resume and I showed him how to search and apply for jobs. He was highly experienced in using specific equipment used in the sheet metal industry.

Over the next half hour he put in 5 or 6 applications online. Then his phone rang. It was one of those companies who wanted him to come for an interview following day! Which he did and got the job.

A customer who offers child play therapy across Gippsland uses the library as a mobile office when she is in the area. By accessing the wifi, library computers and photocopiers she is able to manage her business and support her clients.

A grandmother at Fawkner passed on her appreciation for our Word Play, Rhyme Time and pre-school Story Time sessions. They are not only useful for her granddaughter, but they help her to improve her confidence level and English ability.

“Thank you so much for sending me the Half-Blood Prince. I had to spend a week in bed with a back problem and it was worth every minute. Electric blanket on and Stephen Fry reading to me. Just wonderful!”

The library supported students who had to study from home during COVID. Use of our online tutoring program increased by so much from March to June that we had to increase our access level.

A grandmother is home-schooling her grandchildren from Hong Kong until they’re allowed back home. The school has given them lots of homework and the library has provided the resources. They loved Britannica online!

The library runs workshops that provide community members access to industry professionals. A writing workshop run with Writers Victoria allowed emerging local writers access to an author and opportunities to learn and develop their skills.

EASTERN

2019-20 PLV Annual Statistical Survey
Digital inclusion

Public libraries play an important role in supporting digital inclusion and providing a safety net for those caught in the digital divide

"Thank you for helping me on the Chat service to get started with ebooks and magazines online. I hadn't used them before and didn't know where to start. Your videos showed me step by step how to do it and now my friends ask me how."

GLEN EIRA

Judy visits the library for tech help in a digital world where more applications, correspondence and services can only be accessed online. To best care for her two boys Judy has had to adapt quickly. With the help of the library's one-to-one sessions Judy is now confidently texting, emailing, and downloading documents on to her new device. She lives with financial stress and is grateful for the free services the library provides. EASTERNEASTERN

Moonee Valley Libraries are a partner in the delivery of The Lab - a technology club for young people on the autism spectrum aged 10 to 25 years which provides mentoring in programming, digital design and gaming. The library provides the facility and some of the technology used. MOONEE VALLEY

During COVID-19 restrictions library services assisted the public with getting Border Permits for NSW and SA. Many people in the community did not have an email address or access to a computer or a printer or the knowledge to be able to obtain the vital permits. The libraries were there to help them out. MILDURA, CAMPASPE

Personal development and wellbeing

Through provision of library resources, staff and facilities, public libraries have the capacity to support personal development and wellbeing in a universally accessible safe non-judgmental environment.

"Thank you so much for delivering a box of books to my front door a few weeks ago! The selection of auto/biographies gave me a wonderful opportunity to 'meet' some people in my home while I was in isolation." EASTERN

Linda is deaf and was brave enough to come to our Monday Craftnoon when she saw it promoted at the library. "When I saw knitting and crochet displayed I came along. The craft group makes me happy and I look forward to coming. I find it difficult to follow written instructions. I cannot lip read but can sign and write on notepad. With the help of the ladies I have made baby booties and a hat." CASEY-CARDININA

Matt has been diagnosed with an incurable blood disease. He comes to the Ballarat Library every week to play the piano for two hours. Customers love it and stop and listen to the wonderful tunes. "Coming to the library helps me to forget my problems. At the same time, I can give to others by sharing my music." CENTRAL HIGHLANDS

The library provided a safe and comforting place for residents evacuating their homes during the bushfires. It also enabled those in Evacuation Centres to escape the environment for a while. EAST GIPPSLAND

A lady living on her own phones the library regularly, often in tears, to chat and get help with her ebooks. The books are 'a happy release' from the loneliness and worries of the pandemic. She says they are her 'lifesavers' and the staff are her 'angels'. GLEN EIRA

"My daughter is disabled. For years the library was the only place I felt safe to take her. It is like a second home to us. Outstanding programs, information, special guests, etc - they are number one." MURRINDINDI

A customer was obviously in distress when she asked for help, though she wasn't sure what she really needed. She declined an offer of a cuppa and a chat, saying that she was too restless, but talking had been helpful and she seemed calmer. An offer of connection to services such as Orange Door (family violence support) was given. She said she'd think about it and agreed to leave her contact details. We rang her a couple of weeks later - to good news. She had taken strength from our chat and approached Centrelink for help with the elder abuse and financial abuse she was experiencing. She had had several meetings and strategies were in place to assist her. She wanted us to know that she'll be back in the library when were open - because she knows well be there for her. KINGSTON

Stronger and more creative communities

Public libraries help to strengthen communities and build social capital by providing an inclusive forum and support for expression of creativity and cultural identity. They preserve the past, celebrate the present and embrace the future.

In 2019-20 Yarra Libraries ran 67 programs specifically catering to the creative and cultural identity of our community, attracting more than 4,000 participants. These included Collage Club, partnerships with theatre groups, live music events and film screenings. Our NAIDOC Week event was a celebration of Aboriginal culture in partnership with Aboriginal Housing Victoria and the Collingwood Children's Farm. YARRA

The Geelong Library & Heritage Centre provides areas to hire for public exhibitions. These support independent artists, and the arts and culture sector more broadly, as well as promoting the GLHC's important role as a cultural institution. GEELONG

"The library gives a local artist somewhere to display their art in a public space."

GLENELG

The Human Book Club is a discussion group where people from different cultures and life experiences can share their stories. GOULBURN VALLEY

Many who attended a NAIDOC Week event with Tony Birch thanked the library for hosting the event. "I'd like to hear from more Indigenous writers. " "Thank you for the opportunity to hear amazing and inspirational people." "An hour passed too quickly." MORELAND

Junurri workshops were run during NAIDOC Week at Footscray, Braybrook and Yarraville libraries. The interactive art and storytelling workshops were developed as a learning tool for kinder and primary aged students, facilitated by actress and cultural educator Nathalia McLean. MARIBYRNONG

Informed and connected citizens

Public libraries are places where people can come together to connect with one another and with what is happening in their community.

"My family does not own an apartment. As renters we have been forced to change where we live several times in the past few years. Libraries are our anchors to the community - more permanent than our own homes." PORT PHILLIP

Members of our community come together monthly to watch a movie at the library. This enables older people who may not have a lot of social contact to watch the movie together, discuss it in the interval and discuss it afterwards - providing much needed social interaction. It's a free outing. EAST GIPPSLAND

Sabrina and Samara have been visiting Dandenong library since they were children. They now give back as volunteers, "so we can provide the same welcome that we received. Dandenong Library is not just a building. It’s a place for discovery, somewhere to meet people and make friends." GREATER DANDENONG

YPRL developed a Caring Calls program during the pandemic for our senior library members. Thousands of calls ensured that every senior member was aware of the services offered to them by their Councils during the pandemic and provided tech help to connect them to the library's digital resources. A 93 year old set up her iPad over the phone and downloaded her first ever ebook. YARRA PLLNTY

"I thought you would like to know that I read each of your emails (about the Queer Book Club), and they fill me with hope and happiness. Just the thought of a lovely group of queer people discussing literature and queerness is beautiful, and the snapshots of discussions from your book clubs often inspire me to buy the book to read at a later date. Thank you for what you are doing for our community." MELBOURNE
Treasurer’s Report and Financial Statements 2019 - 2020

Treasurer’s Report

The 2019-20 financial year has been a big year for the sector because of COVID19, the PLV Conference and being the first year that Libraries Victoria was provided by PLV just to name a few. As the Treasurer I am pleased to present the Treasurers Report and highlight the strong financial position of PLV and highlight its significant growth this past year.

The increase in revenue has resulted from Libraries Victoria and it continues to grow, as more Councils join and see the benefits it provides to their patrons. The revenue also increased due to the inaugural conference that was highly successful. The surplus from operations of $215,195 is very positive and over $61K of this is attributed to the conference alone.

Employee costs and contractor costs increased due to Libraries Victoria which has a Shared Service’s Lead, Systems Administrator and for the first part of the financial year a Transition Manager, all essential to the success of the department.

During the year PLV received several grants and some have not yet been expended due to COVID19. $142K sits as a liability in grants in advance that is carried over to the next financial year. Cash increased by $198K from the start of the year, however $142K of this is quarantined for the grants in advance thus leaving a cash increase of $56K. An increase in cash each year is essential to the longer-term financial sustainability of PLV.

The financial performance and position of PLV will continue to be developed in coming years to ensure the advocacy and sustainability of the services it delivers. Congratulations to the team at PLV for all their great work.

Leanne Williams CA
Treasurer
Public Libraries Victoria Inc

The accompanying notes form part of these financial statements.

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Public Libraries Victoria Network Inc.
62734551228

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2020

<table>
<thead>
<tr>
<th>Note</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revenue and other income</td>
<td>$1,771,450</td>
<td>$1,151,610</td>
</tr>
<tr>
<td>Total revenue</td>
<td>$1,771,450</td>
<td>$1,151,610</td>
</tr>
<tr>
<td>Expenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration expenditure</td>
<td>$(53,993)</td>
<td>$(24,201)</td>
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<tr>
<td>Employee costs</td>
<td>$(200,534)</td>
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<tr>
<td>Contractor employee expenditure</td>
<td>$(185,253)</td>
<td>$(78,992)</td>
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<tr>
<td>Fees and charges</td>
<td>$(33,571)</td>
<td>$(9,987)</td>
</tr>
<tr>
<td>Project expenditure</td>
<td>$(1,079,289)</td>
<td>$(989,251)</td>
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<tr>
<td>Seminar and conference expenditure</td>
<td>$(3,615)</td>
<td>$(13,063)</td>
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<tr>
<td>Total expenses</td>
<td>$(1,556,255)</td>
<td>$(1,115,494)</td>
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<tr>
<td>Surplus before income tax</td>
<td>$215,195</td>
<td>$36,116</td>
</tr>
<tr>
<td>Income tax expense</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Surplus from continuing operations</td>
<td>$215,195</td>
<td>$36,116</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>$215,195</td>
<td>$36,116</td>
</tr>
</tbody>
</table>
## Statement of Financial Position

For the Year Ended 30 June 2020

<table>
<thead>
<tr>
<th>Note</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>5</td>
<td>924,346</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>6</td>
<td>-</td>
</tr>
<tr>
<td>Prepayments</td>
<td>7</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td>924,346</td>
<td>763,089</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>924,346</td>
<td>763,089</td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>8</td>
<td>48,211</td>
</tr>
<tr>
<td>Provision for Annual Leave</td>
<td>9</td>
<td>12,738</td>
</tr>
<tr>
<td>Other Liabilities</td>
<td>10</td>
<td>148,460</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td>209,409</td>
<td>263,347</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>209,409</td>
<td>263,347</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>714,937</td>
<td>499,742</td>
</tr>
<tr>
<td><strong>EQUITY</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retained profits</td>
<td>11</td>
<td>714,937</td>
</tr>
<tr>
<td><strong>TOTAL EQUITY</strong></td>
<td>714,937</td>
<td>499,742</td>
</tr>
</tbody>
</table>

## Statement of Changes in Equity

For the Year Ended 30 June 2020

<table>
<thead>
<tr>
<th>2020</th>
<th>2019</th>
<th>Retained Earnings</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td></td>
<td>499,742</td>
<td>499,742</td>
</tr>
<tr>
<td>Balance at 1 July 2019</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surplus after income tax expense for the year</td>
<td></td>
<td>215,195</td>
<td>215,195</td>
</tr>
<tr>
<td>Balance at 30 June 2020</td>
<td></td>
<td>714,937</td>
<td>714,937</td>
</tr>
<tr>
<td>2019</td>
<td>2018</td>
<td>Retained Earnings</td>
<td>Total</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td></td>
<td>463,626</td>
<td>463,626</td>
</tr>
<tr>
<td>Balance at 1 July 2018</td>
<td></td>
<td>36,116</td>
<td>36,116</td>
</tr>
<tr>
<td>Surplus after income tax expense for the year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Balance at 30 June 2019</td>
<td></td>
<td>499,742</td>
<td>499,742</td>
</tr>
</tbody>
</table>
**Statement of Cash Flows**

For the Year Ended 30 June 2020

<table>
<thead>
<tr>
<th>Note</th>
<th>2020</th>
<th>2019</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>1,900,632</td>
<td>1,407,550</td>
</tr>
<tr>
<td>Payments to suppliers and employees</td>
<td>(1,705,439)</td>
<td>(1,264,619)</td>
</tr>
<tr>
<td>Interest received</td>
<td>2,895</td>
<td>8,242</td>
</tr>
<tr>
<td>Net cash provided by/(used in) operating activities</td>
<td>198,088</td>
<td>151,173</td>
</tr>
<tr>
<td>Net increase/(decrease) in cash and cash equivalents held</td>
<td>198,088</td>
<td>151,173</td>
</tr>
<tr>
<td>Cash and cash equivalents at beginning of year</td>
<td>726,258</td>
<td>575,085</td>
</tr>
<tr>
<td>Cash and cash equivalents at end of financial year</td>
<td>924,346</td>
<td>726,258</td>
</tr>
</tbody>
</table>

**Notes to the Financial Statements**

For the Year Ended 30 June 2020

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 principal activities of the association is to represent every public library in the Victorian State through an institutional membership body. As a peak body for public libraries in Victoria, the association provides information sharing, skills development and joint delivery of state-wide projects to its members.

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, measurement and 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, AASB 1048 Interpretation of Standards and AASB 1054 Australian Additional Disclosures.

**Compliance with Accounting Standards**

These financial statements do not comply with all the recognition and measurement requirements in the Australian Accounting Standards. The recognition and measurement requirements that have not been complied with are those specified in AASB 15 Revenue from Contracts with Customers and AASB 108 Income of Not-for-profit Entities, as in accounting for income, recognition of all grant income has been deferred until the related expenses are incurred without assessing whether there are enforceable performance obligations to transfer a good or service to a third party which are sufficiently specific to know when the performance obligation has been satisfied.

The material accounting policies adopted in the special purpose financial statements are set out in note 2 and indicate how the recognition and measurement requirements in the Australian Accounting Standards have not been complied with.

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.
2 Summary of Significant Accounting Policies

(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 profit or loss as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

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 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.

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).

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(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.

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>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant Income</td>
<td>500,549</td>
<td>417,768</td>
</tr>
<tr>
<td>Membership Subscriptions</td>
<td>613,307</td>
<td>685,762</td>
</tr>
<tr>
<td>Donation Income</td>
<td>77,593</td>
<td>600</td>
</tr>
<tr>
<td>Conference and Event Income</td>
<td>167,078</td>
<td>30,451</td>
</tr>
<tr>
<td>Library Service Fee</td>
<td>399,219</td>
<td>8,786</td>
</tr>
<tr>
<td>Other Income</td>
<td>10,808</td>
<td>1,771,450</td>
</tr>
<tr>
<td>Interest Income</td>
<td>2,896</td>
<td>1,151,609</td>
</tr>
</tbody>
</table>
### Notes to the Financial Statements

For the Year Ended 30 June 2020

<table>
<thead>
<tr>
<th>5 Cash and Cash Equivalents</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash at bank and in hand</td>
<td>804,346</td>
<td>606,258</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Short-term deposits</td>
<td>120,000</td>
<td>120,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>924,346</td>
<td>726,258</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6 Trade and Other Receivables</th>
<th>CURRENT</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade receivables</td>
<td>-</td>
<td>6,950</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>-</td>
<td>6,950</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7 Prepayments</th>
<th>CURRENT</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepayments</td>
<td>-</td>
<td>29,881</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>-</td>
<td>29,881</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8 Trade and Other Payables</th>
<th>CURRENT</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade payables</td>
<td>39,676</td>
<td>(100)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GST payable</td>
<td>1,487</td>
<td>9,781</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other payables</td>
<td>7,048</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>48,211</td>
<td>9,681</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9 Employee Benefits</th>
<th>CURRENT</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision for Annual Leave</td>
<td>12,738</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12,738</td>
<td>-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10 Other Liabilities</th>
<th>CURRENT</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Income received in advance</td>
<td>142,660</td>
<td>253,666</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accruals</td>
<td>5,800</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>148,460</td>
<td>253,666</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>11 Retained Earnings</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Retained earnings (accumulated losses) at the beginning of the financial year</td>
<td>499,742</td>
<td>463,626</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surplus/(deficit) after income tax expense for the year</td>
<td>215,195</td>
<td>36,116</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retained earnings at end of the financial year</td>
<td>714,937</td>
<td>499,742</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>12 Auditors’ Remuneration</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Remuneration of the auditor rdl.accountants, for:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- auditing the financial statements</td>
<td>4,200</td>
<td>4,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- assistance with preparation of statutory financials</td>
<td>1,500</td>
<td>1,550</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- general consulting</td>
<td>800</td>
<td>2,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6,500</td>
<td>7,550</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>13 Cash Flow Information</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Reconciliation of result for the year to cashflows from operating activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reconciliation of net income to net cash provided by operating activities:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surplus for the year</td>
<td>215,197</td>
<td>36,116</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash flows excluded from profit attributable to operating activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Changes in assets and liabilities:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- (increase)/decrease in trade and other receivables</td>
<td>6,950</td>
<td>(9,232)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- (increase)/decrease in prepayments</td>
<td>29,881</td>
<td>(29,881)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- increase/(decrease) in other liabilities</td>
<td>(98,270)</td>
<td>159,077</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- increase/(decrease) in trade and other payables</td>
<td>44,330</td>
<td>(4,907)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cashflows from operations</td>
<td>198,088</td>
<td>151,173</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>14 Related Parties</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>There were no transactions to or from related parties at the current and previous reporting date.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>15 Events after the end of the Reporting Period</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>16 Covid-19 Event</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The COVID-19 pandemic has resulted in substantial measures instigated by Government in order to limit the spread of the virus. These measures have had a significant impact on the Australian economy, and are likely to do so for some time to come. At this stage, it is impossible to accurately estimate the financial effect that the COVID-19 virus and associated measures will have on the association. There has been no material impacts from COVID-19 on the association's operations during the the 2020 financial year. The association continues to receive grants, and the committee members of the association consider that there are sufficient financial resources to enable it to continue to operate for the coming year, and as a result, these financial statements have been prepared on a going concern basis.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>17 Statutory Information</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 49 to 57:

1. Presents fairly the financial position of Public Libraries Victoria Network Inc. as at 30 June 2020 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:

[Signatures]

President     Treasurer

Dated: 19/10/20

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 2020, 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 2020 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 are independent of the association in accordance with the ethical requirements of the Australian and Not-for-profits Commission Act 2012 and the Accounting Professional and Ethical Standards Board’s APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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
20 October 2020
Blackburn, Victoria