

Whitehorse Manningham Regional Library Corporation

AGENDA

Ordinary Meeting of the Board

Wednesday 22 May 2024

Notice of meeting

Notice is hereby given that an Ordinary meeting of the Whitehorse Manningham Regional Library Board will take place on **Wednesday 22 May 2024 at 4.00pm in the Bert Lewis Room, Level 1, Box Hill Library, 1040 Whitehorse Road, Box Hill 3128.**

Sally Both

Chief Executive Officer

Required Attendance

Cr Michelle Kleinert OAM (Manningham Council)

Cr Trudy Skilbeck (Whitehorse Council)

Cr Andrew Davenport (Deputy Mayor, Whitehorse Council)

Cr Andrew Conlon (Manningham Council)

Lisa Letic (Whitehorse Council)

Lee Robson (Manningham Council)

Nicola Nye (Whitehorse Community Representative)

Dionne Dearman (Manningham Community Representative)

WMRLC Officers

Sally Both (Chief Executive Officer)

Tracey Olive (Manager Corporate Services)

Jonathan Gosden (Manager Library Operations)

Katie Norton (Manager Collections and Information Services)

Julie Lawes (Manager Finance)

Stuart Penrose (Manager ICT and Enterprise Risk)

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1. WELCOME AND APOLOGIES

2. STATEMENT OF ACKNOWLEDGEMENT

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi Wurrung people of the Kulin Nation as the traditional owners of the land we are meeting on and we pay our respects to their Elders past, present and emerging and Aboriginal and Torres Strait Islanders from communities who may be present today.

3. DISCLOSURES OF INTEREST/CONFLICTS OF INTEREST

4. MINUTES OF PREVIOUS MEETING

Recommendation

That the Board adopts the minutes of the ordinary meeting held on 13 March 2024.

Attachments

Attachment 1 – Minutes of the Ordinary Board Meeting 13 March 2024.

5. REPORTS

5.1 2024/25 BUDGET

Report prepared by: Sally Both, Chief Executive Officer and Julie Lawes, Manager Finance

Executive Summary

This report presents the Budget 2024/25 for endorsement. The Board at its meeting held on 13 March 2024 approved the Draft Budget for community consultation. At the close of the community consultation period no submissions were received.

The Budget 2024/25 has been developed to support the delivery of the strategic objectives and priorities set out in the Library Plan 2021 - 2025.

Recommendation

That the Board adopts the 2024/25 Budget and Strategic Resource Plan as contained in Attachment 2.

Regulatory

The Draft 2024/25 Budget was endorsed in principle by the Board at its meeting on 13 March 2024.

In accordance with Section 129 (1) of the Local Government Act 1989 and the Local Government (Planning and Reporting) Regulations 2014, the Corporation must give public notice of the preparation of the Draft Budget 2024/25 and the Board must consider any public submissions received on any proposal contained in the Draft Budget 2024/25 at its ordinary meeting on 22 May 2024.

The Draft Budget was made available at all Whitehorse Manningham Library branches, on the library website and advertised in *The Age* on 26 March 2024. The submission period closed on 3 May 2024. No submissions were received.

Strategic

The Budget supports the delivery of the Library Plan 2021 – 2025 strategic goals.

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

Attachment 2: 2024/25 Budget

5.2 ELECTION PERIOD POLICY

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

The Corporations' Election Period Policy has been reviewed and updated. The Policy supports the Corporation's compliance with the requirements of s93B of the *Local Government Act 1989* (the Act), and defines appropriate procedures and practices in the lead up to local government elections. No significant changes to the policy have been recommended. This report recommends the endorsement of the updated Election Period Policy (refer to Attachment 3).

Recommendation:

That the Election Period Policy, as required under s93B of the Local Government Act 1989 and contained in Attachment 3, be adopted.

Discussion

This report recommends adoption of an updated Election Period Policy (refer to Attachment 3) that defines appropriate procedures and practices in the lead up to the 2024 local government elections.

The election period provisions are intended to assure the community that the Corporation and councillors will not use public resources in election campaigning or make major policy decisions during the election period. These provisions will apply during the election period (i.e. from midday on 24 September to 6.00pm on Saturday 26 October 2024, inclusive).

The Local Government Act 2020, has in the case of library corporations, preserved the relevant requirements of the Local Government Act 1989 (the Act). The Act places two significant legislative restrictions on the operations of the Corporation during the election period relating to:

- a. decision making -
The Act prohibits ‘major policy decisions’ or ‘inappropriate decisions’ during the election period. Major policy decisions and inappropriate decisions are defined in the Act and attached Policy; and
- b. printing, publishing or distributing documents containing ‘electoral matter’ -
Electoral matter is broadly defined as any matter ‘which is intended or likely to affect voting in an election but does not include any electoral material produced by or on behalf of the returning office for the purpose of conducting the election’. The Corporation must not print, publish or distribute electoral matter during the election period unless the material has been certified, in writing, by the Chief Executive Officer.

The Election Period Policy has been formally reviewed. Management does not consider significant changes to the Election Period Policy are required. It is recommended the Policy include the following variation from the 2020 Policy:

Section	Proposed Amendment from 2020 Policy
3. Election Period	Note change in commencement to midday on Nomination Day. Update dates to reflect 2024 (not 2020) election.

Regulatory

The Election Period Policy supports compliance with the requirements of s93B of the *Local Government Act 1989* (the Act).

Strategic

The Election Period Policy supports Library Plan 2021 – 2025 key strategy 4.1: Implement robust governance practices.

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

Attachment 3: Election Period Policy

5.3 eBOOK CONSORTIUM

Report prepared by: Katie Norton, Manager Collections and Information Services

Executive Summary

Whitehorse Manningham Libraries (WML) proposes to enter a consortium agreement with Your Library Limited and Yarra Plenty Regional Library Corporation to share eBook and eAudiobook collections. The consortium will result in significantly enhanced service outcomes by extending access for library members to the collections of all three participating library services.

OverDrive is the principle supplier of eBook/eAudiobook titles for all three library services. Material is purchased under Procurement Australia (PA) Contract 2306/0843 - *Library Collections, Furniture, Equipment & Associated Requirements*. Material would continue to be purchased under this PA contract, through a consortium contract with OverDrive for an initial period of three years commencing 1 July 2024. WML's total estimated expenditure over the three years is \$979,000 exclusive of GST and is accommodated in WML's budgeted and forecast expenditure for the FYs 24/25 to 26/27.

Under the consortium contract, WML will retain ownership of any content purchased by WML. Access for library members to unique eBook/eAudiobook titles will increase by over 450% for WML members.

Recommendation

That the Board:

- a) **endorses the Corporation's participation in a consortium partnership with Your Library Limited and Yarra Plenty Regional Library Corporation for the purpose of sharing eBook and eAudiobook collections; and**
- b) **authorises the WML Chief Executive Officer to sign the OverDrive Advantage consortium contract, under Procurement Australia Contract 2306/0843 - Library Collections, Furniture, Equipment & Associated Requirements, for an initial period of three years commencing 1 July 2024.**

Discussion

OverDrive is WML's primary supplier of eBooks and eAudiobooks. WML's current collection provides library members with access to 28,000 items (25,200 eBooks and 2,800 eAudiobooks). Demand for electronic collections continues to increase year on year. Since 2019 loans in this format by WML members has increased by 80%. Access to both physical and electronic collections is a high priority for WML members.

All electronic material purchased by public libraries is subject to licensing conditions enforced by publishers. Items expire after a nominated time period and/or after a specified number of loan circulations. The requirement to repurchase expired electronic items adds to the challenge of meeting borrower demand.

In response to the growth in demand, WML has explored opportunities to partner with neighbouring library services to share electronic collections. WML proposes to enter into a consortium partnership with Yarra Plenty Regional Library Corporation (YPRL) and Your Library Limited (YL). The partnership will significantly enhance service delivery outcomes. WML members will have access to over 127,000 OverDrive eBook and eAudiobook titles held by the three participating library services. This represents an increase of over 450% compared to the current WML collection.

OverDrive has a demonstrated history of successful consortium delivery including the Queensland Regional OverDrive Consortium with over 40 member library services. The consortium offers an innovative approach to resource sharing. There are no equivalent partnership arrangements currently active across Victorian public libraries.

It is proposed that WML migrate from an individual OverDrive contract to a consortium contract to enable collection sharing. All items shared to the consortium will remain the asset of the purchasing library service. The consortium software will give priority to members of the owning library. Items in the WML collection will allocate to WML members first and will only be made available to YPRL and YL members if not on loan. Each participating library will be able to report on their own individual loan statistics.

Financial Impacts

The total estimated Overdrive consortium expenditure for WML over the three year contract is \$979,000 exclusive of GST. This includes a \$3,333 annual saving on the platform fee.

In accordance with the Instrument of Delegation, the value of the Overdrive contract exceeds the CEO's delegation and requires the Board's endorsement.

The Consortium Partnership agreed expenditure commitment per population is comparable to WML's current budgeted and forecast Overdrive content expenditure.

Governance

The appointment of the service provider and the contract administration is governed by WML's Procurement and Contract Management Policies.

The OverDrive consortium contract will be awarded under Procurement Australia Contract 2306/0843 - Library Collections, Furniture, Equipment & Associated Requirements.

A Consortium Partnership Agreement will be established between the participating libraries. Each service will commit to an agreed contribution spend per population to be reviewed annually. A steering committee with representatives from each participating library service will administer the implementation of the partnership agreement and management of the shared collection. Both the OverDrive Contract and the Partnership Agreement allow for inclusion of additional members should benefits to expansion be identified.

Library Plan /Strategy

This recommendation supports:
Library Plan 2021-2025 Goal 2: Learning and Engagement

Objective: Key Action 2.2.3 Increase the volume and breadth of our digital collection content

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

Nil.

5.4 FY23/24 Q3 FINANCIAL REPORT

Report prepared by: Julie Lawes, Finance Manager

Executive Summary

The Financial Report for FY23/24 Quarter 3 (Attachment 4) is presented for the Board’s endorsement. Income from the State Government grant and user charges is unfavourable to budget, while YTD income from interest on investments is favourable to budget. Council contributions for Q4 were received in March 2024. A small operating surplus is forecast for 30 June 2024.

Recommendation:

That the Board adopts the FY23/24 Q3 Financial Report.

Library Plan / Strategy

Quarterly financial reporting to the Board supports the delivery of the Library Plan 2021 - 2025 Goal 4: Performance
Key Strategy 4.2 Employ sound financial management practices

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

Attachment 4: FY23/24 Q3 Financial Report

5.5 CEO REPORT

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

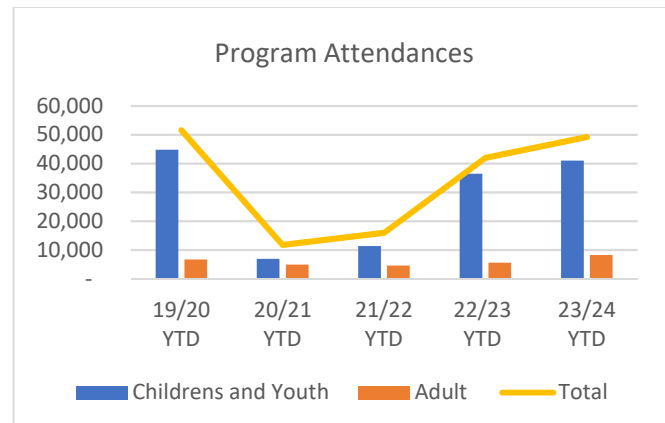
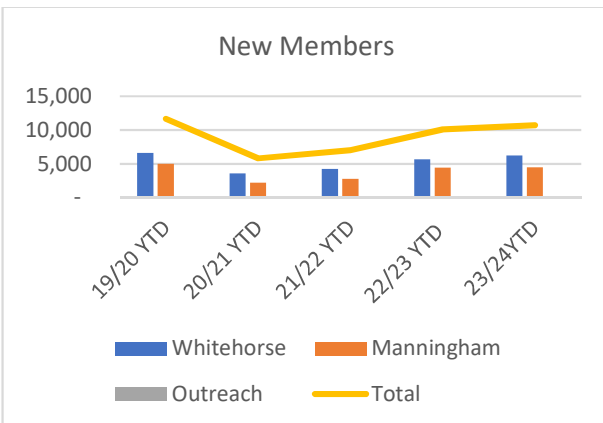
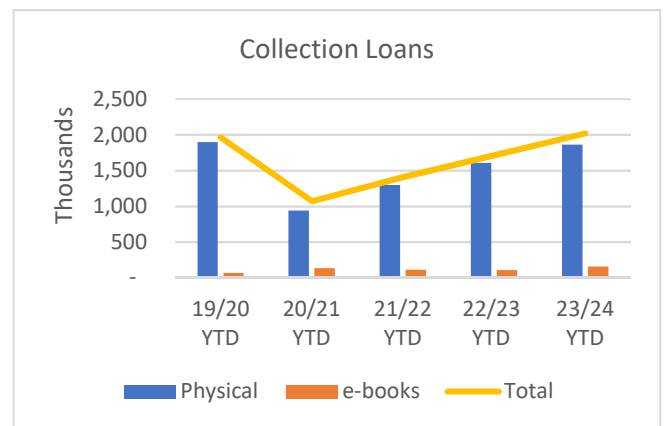
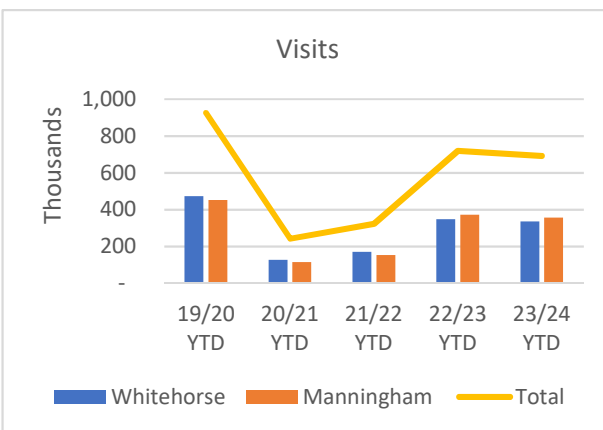
This report provides an overview of WML’s performance in the third quarter of the 2023/24 FY. The organisation’s performance dashboard provides ten key performance indicators with five-year trends where available. Detail on individual library activity trends has been provided in Attachment 5. Also provided is the YTD health and safety report and progress towards the CEO KPIs 2024 -2025.

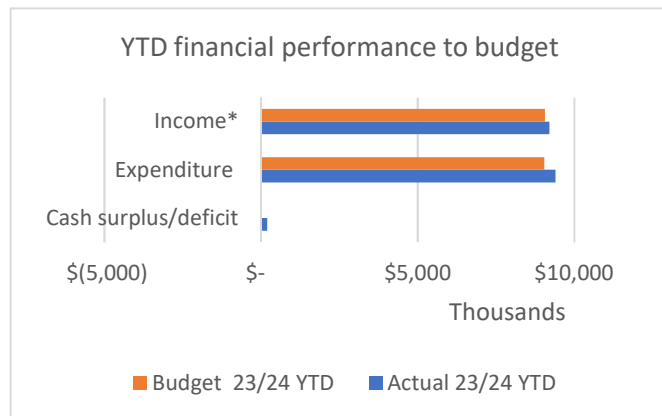
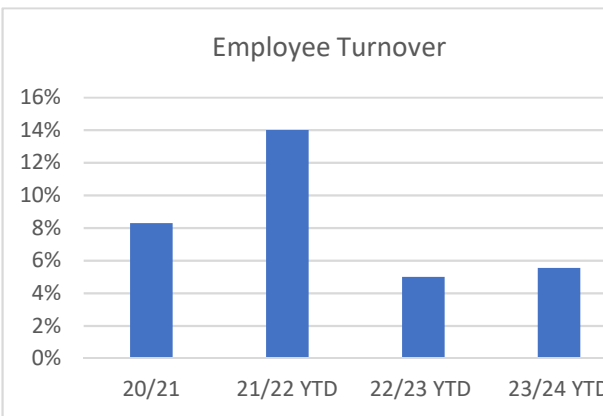
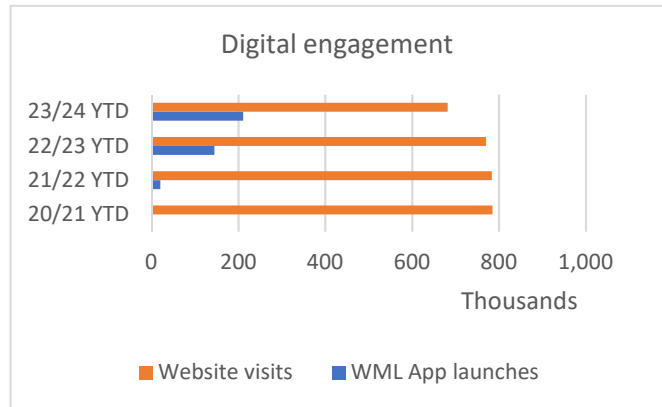
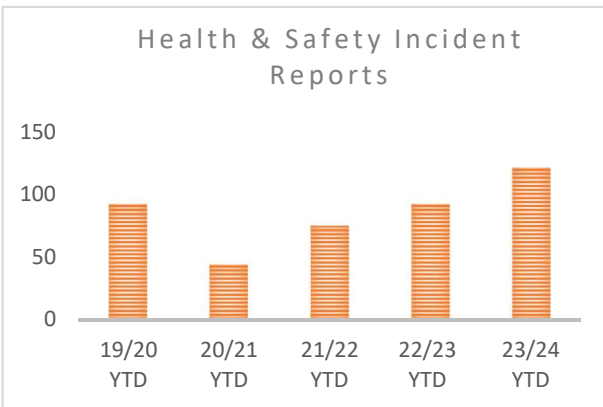
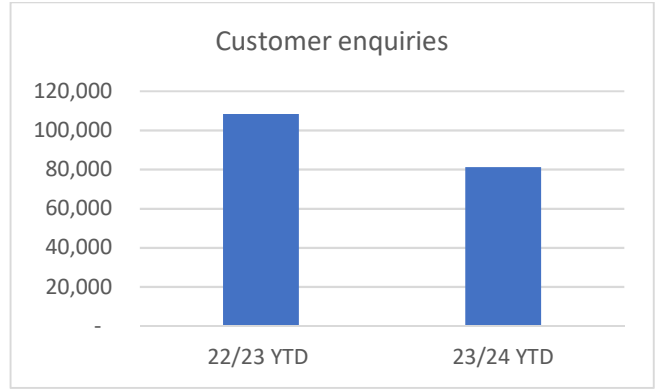
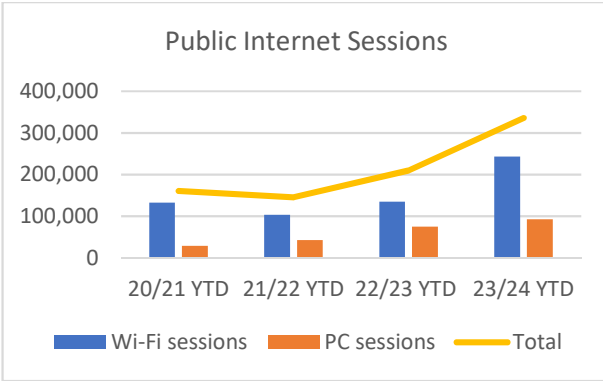
Recommendation

That the Board notes the FY23/24 Q3 CEO Report.

5.5.1 Q3 Key Performance Indicators Dashboard

Community engagement in library services continues to grow with use of collection resources, public internet, library app and attendance at programs all experiencing increases when compared to the same period in the previous year.





Performance dashboard notes:

- Covid-19 pandemic impacted service commencing Jan 2020
- Some activity data impacted by Protected Industrial Action April – Sept 2023
- Box Hill Library closed for re-carpeting in Dec 2022
- Vermont South closed for switchboard works 2 weeks in Nov 2023
- The Pines closed for air-conditioner replacement 1 week in Nov 2023
- Activity includes Warrandyte and additional Manningham hours

5.5.2 Q3 Health and Safety Incidents

There were a total of 39 health and safety incidents (hazards, injuries, near miss and incidents) reported in FY23/24 Q3 (1 January – 31 March) compared to 40 in Q2. The YTD total is 121, representing an increase compared to the YTD total of 92 in the previous year.

Total Incident Reports	Incidents	Injuries	Near Miss	Workplace Hazards	Hazardous Work Practices
39	25	11	-	3	-

Of the 39 reported incidents, 12 related to inappropriate behaviour by library visitors which included abusive and aggressive behaviour, noting that some reports relate to repeated behaviour by individuals.

Injuries to patrons included trips and falls outside or at entrances to the library.

Injuries to staff included muscular skeletal injuries from trips, falls and equipment use, and psychological injury risk due to abuse from patrons.

Workplace hazards included water intrusions at Warrandyte and The Pines Libraries.

Workcover claims: 2 continuing claims, 1 claim under investigation

Q3 Health and Safety initiatives included:

- Draft Psychosocial Hazards Identification and Prevention Plan
- Implementation of an employee Drug and Alcohol Policy
- Annual worksite audits completed at Warrandyte and Vermont South libraries
- Electrical equipment test and tagging completed at all locations
- Health and Safety training included induction for new employees, CPR refresher training
- 2 day OHS Masterclass attended by 1 employee
- Decoding psychosocial risks attended by 1 employee
- Health and Safety Committee meeting Feb 2024

5.5.3 CEO Key Performance Indicators

Agreed by the Board as key focus areas for the Chief Executive, Sally Both to achieve by February 2025.

Status	Completed	Progress on track	Overdue or not started
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KPA 1: LEADERSHIP AND CULTURE		
Provide strong leadership and strategic direction within the organisation with an emphasis on innovation, cultural change, learning and continuous improvement to achieve quality customer focused services and outcomes.		
Focus Area	Measure and Target	Status @ April 2024
1.1 Workforce	1.1.1 New enterprise agreement. Negotiations commencing March 2024	Negotiations commenced
	1.1.2 Implement People and Skills Plan aligned to WML’s strategic goals with a focus on building capability and improving customer services – Report to Board August 2024	3 internal secondments and 3 higher duties opportunities supported in Q3 Staff attended 160 hours of in-person professional development. Performance management training delivered in partnership with another library service.
1.2 Work, Health and Safety	1.2.1 Develop a plan to identify and prevent risk associated with psychosocial hazards in the workplace - June 2024	Draft Psychosocial Hazards Identification and Prevention Plan developed
	1.2.2 Implement initiatives aimed at improving on work, health and safety indicators (including injuries, incidents, hazards, Workcover claims) – Quarterly Reports to Board	Refer to Agenda item 5.5.2
1.3 Culture	1.3.1 Measure and improve employee engagement, including undertaking an employee survey and delivery of an all staff development day – August 2024	Employee Survey conducted April 2024 All staff development day scheduled for July
	1.3.2 Prepare a Gender Equality Action Plan (GEAP) and undertake Gender Impact Assessments (GIA) in accordance with Gender Equality Act requirements – Commencing July 2024	Workshop for regional library corporations to be delivered by Gender Equality Commission in June

KPA 2: ENGAGEMENT & COMMUNICATION		
Deliver consistently high-quality engagement and communication with the Board, Councils, community and other key stakeholders.		
Focus Area	Measure and Target	Status @ April 2024
2.1 Community engagement	2.1.1 Implement Marketing Plan aimed at increasing community awareness of and engagement with library services. Library activity indicators reported to Board quarterly.	Warrandyte Open Library targeted promotional letter drop completed. Q3 Library Activity Report (refer Attachment 5)
	2.1.2 Customer feedback is reviewed to identify areas for service improvement and increase customer satisfaction indicators.	Analysis of community survey 2023 results completed, summary presented to the Board March 2024 Q3 106 Customer Feedback submissions responded to. Positive feedback related to staff, collections, programs. Negative feedback related to buildings, opening hours, parking
2.2 Council and Board engagement	2.2.1 The Board receives the information it needs to perform its duties. Includes regular updates on the Corporation's performance, timely distribution of Board agendas and orientation for new Board members.	24/25 Budget briefing with Board 14 Feb 2024
	2.2.2 Board members and council officers are invited to significant library events throughout the year.	Invitation to Library Volunteer Acknowledgement 21 May 2024
	2.2.3 Engagement with Council strategic planning and projects, including Council Plan development.	Meetings with member council corporate planning officers March 2024
2.3 Industry engagement	2.3.1 Engagement with broader library and local government industry through networks and forums.	Engagements included: Local Government Victoria Public Libraries Victoria Library Board of Victoria – Advisory Committee on Public Libraries State Library Victoria working groups Local Government networks

KPA 3: GOVERNANCE		
Ensure good governance practices to fulfil legislative obligations, improve decision making and promote Board, Council and community confidence in WML.		
Focus Area	Measure and Target	Status @ April 2024
3.1 Strategic Planning	3.1.1 Commence development of Library Plan 2025 – 2029, including stakeholder engagement by December 2024	Planning and preliminary work commenced
	3.1.2 Document current service levels with the aim to develop agreed service outcomes and new funding apportionment model.	Review of draft reports in progress
	3.1.3 Contribute to planning for regional library corporation transition as per requirements of the Local Government Act 2020	Information to support decision making provided to member councils
3.2 Compliance	3.2.1 Review Election Period Policy and provide training to Board members and employees on requirements leading up to local government elections and caretaker period. By August 2024	Review of Election Period Policy completed
	3.2.2 Review Board Member Code of Conduct by December 2024	
3.3 Financial Management	3.3.1 Develop and implement financial plans that support the delivery of the Library Plan goals. Financial performance reported to the Board quarterly.	Draft 24/25 FY Budget and public consultation completed
	3.3.2 Identify grant and alternative funding opportunities to enhance service delivery.	\$116,829 DHS Multicultural Storytime grant for program delivery May 2024 – June 2027 \$4,950 grant for programs to be delivered in National Science Week in August
3.4 Risk Management	3.4.1 Implement the Internal Audit Plan and report progress to Audit and Risk Committee (ARC) in April 2024 and August 2024	Internal audit of budgeting and forecasting completed and reported to ARC 24 April 2024
	3.4.2 Maintain the Corporation’s Risk Management Framework and Business Continuity Plan with the aim of improving risk	Cyber security risk mitigation controls strengthened

	mitigation. Risk profile report to Audit and Risk Committee August 2024	
KPA 4: DELIVERY & PERFORMANCE		
Deliver continuous improvement of customer experience and community outcomes		
Focus Area	Measure and Target	Status @ April 2024
4.1 Performance	4.1.1 Maintain or improve performance against Public Libraries Victoria (PLV) benchmarking and Local Government Performance Reporting Framework (LGPRF) metrics.	WML program participant feedback survey updated to align with PLV outcomes benchmarking Participation in working parties to review PLV and LGPRF library benchmarking metrics.
	4.1.2 Develop and review corporate policies to maintain regulatory compliance and alignment with best practice. Report to the Audit and Risk Committee (ARC)	Review of polices included Procurement Policy and ICT Security Policy Report to ARC 24 April 2024
4.2 Service	4.2.1 Explore opportunities to extend the reach of library services, with a focus on identified under serviced areas.	Partnership with Whitehorse Council to deliver digital literacy outreach to targeted low SEIFA areas. Options for extended opening hours provided to Manningham Council.
	4.2.2 Delivery of Library Plan actions with progress reported in the Annual Report October 2024	96% of Year 3 Actions in progress or completed. 2 actions delayed due to resource constraints.
4.3 Continuous improvement	4.3.1 Implementation of ICT 2021-2025 strategy actions. Progress report March 2025	Wide Area Network Transformation Project to replace ageing infrastructure and enable business and service improvements.
	4.3.2 Deliver service performance review plan actions to identify efficiencies and improve service outcomes. Quarterly progress reports to Board.	Q3 Service performance Report Card (refer Attachment 6)

Library Plan / Strategy

The CEO key performance areas support the delivery of the Library Plan 2021- 2025 strategic goals.

Declaration of Interests

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

Attachments

Attachment 5; Q3 Library Activity

Attachment 6: Q3 Service Performance Review Report Card

6. CONFIDENTIAL REPORTS**Recommendation:**

That the Board resolves to go into camera and close the meeting to the public in accordance with Section 89(2) of the Local Government Act 1989 due to reports containing confidential matters relating to contractual and personnel matters.

7. NEXT MEETING

Date & Time	Location		Key Agenda Items
4pm 21 Aug 2024	MC2 Doncaster	Ordinary meeting	Adoption of Financial Statements
4pm 16 Oct 2024	Box Hill Library	Extra Ordinary meeting	Adoption of Annual Report
4pm 11 Dec 2024	MC2 Doncaster	Ordinary meeting	Election of Officer Bearers

8. CLOSURE

ATTACHMENT 1: MINUTES OF PREVIOUS MEETING

Meeting of the Board of the Whitehorse Manningham Regional Library Corporation

Minutes of Meeting No. 160
Held on Wednesday 13 March 2024 at 4.00 pm

PRESENT: Board Members:

Cr Michelle Kleinert OAM	Manningham City Council (Chair)
Cr Trudy Skilbeck	Whitehorse City Council (Deputy Chair)
Cr Andrew Davenport	Deputy Mayor, Whitehorse City Council
Cr Andrew Conlon	Manningham Council
Lisa Letic	Director Community Services, Whitehorse
Kerryn Paterson	Director Experience and Capability, Manningham
Nicole Nye	Community Representative, Whitehorse
Dionne Dearman	Community Representative, Manningham

In Attendance:

Sally Both	Chief Executive Officer, WMRLC
Katie Norton	Manager Collections and Information Services, WMRLC
Jonathan Gosden	Manager Library Operations, WMRLC
Julie Lawes	Finance Manager, WMRLC
Tracey Olive	Manager Corporate Services, WMRLC
Stuart Penrose	Manager ICT and Enterprise Risk

1. WELCOME AND APOLOGIES.

Apologies:
Lee Robson (Kerryn Paterson attended as proxy)

2. STATEMENT OF ACKNOWLEDGEMENT

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi Wurrung people of the Kulin Nation as the traditional owners of the land we are meeting on and we pay our respects to their Elders past, present and emerging and Aboriginal and Torres Strait Islanders from communities who may be present today.

3. DISCLOSURE OF INTERESTS AND CONFLICTS OF INTERESTS

No disclosures of interests or conflicts of interest.

4. CONFIRMATION OF MINUTES

Motion:

That the Board confirm the Minutes of the Ordinary Meeting held on 13 December 2023 as a true and correct record.

Moved: Cr Skilbeck
Seconded: Cr Davenport
Carried

5. REPORTS

5.1 Library community Survey 2023

Motion:

That the Board notes the Library Community Survey 2023 summary results report.

Moved: Cr Skilbeck
Seconded: Dionne Dearman
Carried

5.2 Draft FY24/25 Budget

Motion:

That the Board:

- a. Endorse the Draft 2024/25 Budget and Strategic Resource Plan contained in Attachment 2 for the purposes of Section 127 (1) of the Local Government Act 1989 (The Act);
- b. Authorises the Chief Executive Officer to:
 - i. give public notice of the preparation of the Draft Budget 2024/25 in accordance with Section 129 (1) of The Act; and
 - ii. make available for public inspection the Draft Budget 2024/25 in accordance with the Local Government (Planning and Reporting) Regulations 2014; and
- c. Considers submissions received on any proposal contained in the Draft Budget 2024/25 at its ordinary meeting on 22 May 2024.

Moved: Cr Skilbeck
Seconded: Cr Conlon
Carried

5.3 Q3 Financial Report

Motion:

That the Board adopts the 2023/24 Quarter 2 Financial Report.

Moved: Nicola Nye
Seconded: Cr Conlon
Carried

5.4 CEO Report

Motion:

That the Board notes the CEO Report Quarter 2 Report.

Moved: Cr Skilbeck
Seconded: Nicola Nye
Carried

6. CONFIDENTIAL REPORTS

In accordance with Section 89(2) of the Local Government Act 1989, the Board resolved to go into camera and close the meeting to the public as the matter to be discussed relates to contractual and personnel matters.

Minutes of confidential items are published separately.

7. Next meeting dates

Date & time		Key Agenda Items
4pm Wednesday 22 May 2024 Box Hill Library	Ordinary meeting	Adoption of Budget 24/25
4pm Wednesday 21 August 2024 MC2 Doncaster	Ordinary meeting	Adoption of Financial Statements
4pm Wednesday 16 October 2024 Box Hill Library	Extra Ordinary meeting	Adoption of Annual Report

8. Meeting closed at 5.37pm

Signed as a true and correct record

Chairperson / / 2024

ATTACHMENT 2: WML BUDGET 2024/25 FY

Published separately

ATTACHMENT 3: ELECTION PERIOD POLICY



1040 Whitehorse Road, Box Hill, 3128
(PH) 9896 4333 (Fax) 9896 4348
www.wml.vic.gov.au

Election Period Policy

Policy Number	POL/18/53[v3]
Effective date	28 May 2024
Review date	August 2027
Responsibility	Chief Executive officer

1. Status of Policy

This policy has been adopted by the Whitehorse Manningham Regional Library Corporation ('the Corporation') in response to the requirements of section 93B of the *Local Government Act 1989* (the Act).

The *Local Government Act 2020* does not apply because s330 (2) of the Act states as follows:

“...sections 196 to 197G of the *Local Government Act 1989* and any sections of the *Local Government Act 1989* incorporated by reference in sections 196 to 197G of the *Local Government Act 1989* and the provisions of any other Act that apply to an existing regional library, continue to apply to an existing regional library as if all of those sections had not been repealed.”

In adopting this policy, it is noted that the Whitehorse and Manningham Councils have each also adopted an election period policy to bind or guide the conduct and decisions of their councillors and officers. Those policies also serve to address interactions between those councillors and officers and the Corporation. Therefore a key function of this policy is to give further weight to the

policies of the member Councils particularly by providing clarity to support personnel of the Corporation to act in alignment with those two election period policies.

2. Purposes

- 2.1 To assist the member Councils in ensuring that elections of councillors are publicly perceived as being conducted in a manner that is fair and equitable.
- 2.2 To support compliance with the provisions of the Act in relation to the election period through -
 - a) prevention of inappropriate decisions (i.e. decisions that would affect voting in an election, or decisions that could reasonably be made after the election); (See Parts 4 and 5 below);
 - b) prevention of use of resources (including opportunities for publicity) inappropriately during the election period before a general election; (See Parts 6 and 7);
 - c) procedures to ensure that access to information held by the Corporation is made equally available and accessible to candidates during the election. (See Part 8); and
 - d) limits on public consultation and the scheduling of events (See Parts 9 and 10).
- 2.3 The policy will provide guidance to Corporation personnel, Board members, councillors who are not members of the Board, other candidates and the community during the election period.

3. Election Period

The "Election Period" starts at the close of receipt of nominations for that election and ends at 6.00pm on election day. In other words, the election period for 2024 commences at midday on Tuesday 24 September and concludes at 6.00pm on Saturday 26 October.

As soon as practicable after it is adopted the Chief Executive Officer will ensure that:

- a) a copy of this policy is given to all Board members;
- b) managers and staff are informed of the requirements of this policy; and
- c) a copy of this policy is given to all other councillors of the member councils in a manner consistent with the normal internal communication protocols of each council.

4. Significant Decisions

During the Election Period the Corporation will not make a major policy decision as defined under section 93A of the Act.¹ The Corporation does not levy rates and charges, therefore the threshold for the purpose of s193A(6)(c) and (d) is \$100,000 (inc GST).

In the case of a significant decision that is not defined as a major policy decision under section 93A of the Act, the Corporation will consider a number of factors to assess whether the decision/issue:

- a) is urgent;
- b) cannot be reasonably deferred without significant consequences to the Corporation or the affected community; and
- c) relates to the completion of activity already endorsed by Corporation (for example via the Collection Management Strategy, Budget, Library Annual Action Plan or Library Plan).

Where possible, the Chief Executive Officer will ensure that matters are:

- scheduled for the Board to ensure that significant decisions are resolved prior to the commencement of the election period; or
- scheduled for determination by the incoming Board.

5. Inappropriate Decisions

During the Election Period the Corporation will follow procedures to prevent inappropriate decisions as defined under section 93B of the Act. Inappropriate decisions are those that would affect voting at an election that may unreasonably bind an incoming Board and could reasonably be deferred until after the election.

¹ S93A (6) *Local Government Act 1989*

*'(6) In this section, a **major policy decision** means any decision—*

(a) relating to the employment or remuneration of a Chief Executive Officer under section 94, other than a decision to appoint an acting Chief Executive Officer;

(b) to terminate the appointment of a Chief Executive Officer under section 94;

(c) to enter into a contract the total value of which exceeds whichever is the greater of—

(i) \$100 000 or such higher amount as may be fixed by Order in Council under section 186(1); or

(ii) 1% of the Council's revenue from rates and charges levied under section 158 in the preceding financial year;

(d) to exercise any power under section 193 if the sum assessed under section 193(5A) in respect of the proposal exceeds whichever is the greater of \$100 000 or 1% of the Council's revenue from rates and charges levied under section 158 in the preceding financial year.'

All documentation prepared for Board meetings will be reviewed by the Chief Executive Officer to ensure that no agenda item is included that might lead to an inappropriate decision as defined under S93B(5) of the Act in that the decision may:-

- a) affect voting in an election; or
- b) could reasonably be made after the election.

Board members will refrain from moving motions or raising matters at a meeting that might be perceived to be contrary to the purpose of this policy.

Corporation personnel with delegated responsibility for decision making will be alerted to the requirements of the Act and this policy in order to assist them to avoid inappropriate decisions under the terms of their delegations.

6. Corporation Resources

The Corporation will ensure that due probity is observed in the use of all Corporation resources, and Corporation staff are required to exercise appropriate discretion in this regard.

Corporation resources, including offices, support staff, meeting facilities, hospitality, equipment photocopying and stationery, will not be used for the production or distribution of electoral matter or in connection with any election campaign.

No Corporation logos, letterheads, or other Corporation logos or associated Corporation material will be used for electoral matter, or linked in any way to, a candidate's election campaign.

In any circumstances where the use of Corporation resources might be construed as being related to electoral matter or a candidate's election campaign, staff will seek advice from the Chief Executive Officer or the Manager Corporate Services.

The Chief Executive Officer and Corporation staff will not be asked to undertake any tasks connected directly or indirectly with a candidate's election campaign.

7. Publicity

Corporation publicity is created to promote its activities and services. Corporation publicity will not be used in any way in the election period that might influence the outcome of a Council election.

The Corporation is required to comply with Section 55D of the Act in regard to certification of materials by the Chief Executive Officer.²

In addition, during the election period:

- a) no Corporation employee may make any public statement that could be construed as influencing the election;
- b) publicity campaigns will be avoided wherever possible. The Board and the Corporation will be restricted to promoting normal Corporation activities and must be approved by the Chief Executive Officer;
- c) any requests for media advice or assistance from councillors during the election period will be channelled through the Chief Executive Officer or Manager Corporate Services. No media advice or assistance will be provided in relation to election campaign matters, or in regard to publicity that involves specific Councillors or candidates;
- d) councillors will not use their position as an elected representative to access Corporation staff and other Corporation resources to gain media or community attention in support of an election campaign;
- e) all Corporation media releases will be issued in the name of the Chief Executive Officer; and
- f) the Chief Executive Officer will ensure compliance with S55D of the Act.

8. Websites and Social Media

- a) No electoral matter will be placed on the Corporation website or social media accounts during the election period.
- b) The Chief Executive Officer will ensure that during the election period the only new publications on the website or posts on social media accounts will be those that do not breach this policy, are certified, and are essential for the conduct of Corporations and apolitical in nature.

² Section 55D *Local Government Act 1989*

“A Council must not print, publish or distribute or cause, permit or authorise to be printed, published or distributed, any advertisement, handbill, pamphlet or notice during the election period unless the advertisement, handbill, pamphlet or notice has been certified, in writing, by the Chief Executive Officer.

The Chief Executive Officer must not intentionally or recklessly certify an electoral advertisement, handbill, pamphlet or notice during the election period unless it only contains information about the election process.”

Penalty: 60 penalty units.

- c) Corporation agendas, minutes and the annual report are exempt from certification.
- d) For the duration of the election period a statement will be placed on Corporation's website and social media accounts advising that the updating or addition of new information during the election period will be in conformance with this Election Period Policy.
- e) Material published on Corporation's website in advance of the election period is not subject to certification, however existing material that is prominently displayed will be reviewed and consideration given to the removal of any such material that would be considered electoral matter, were it to be published during the election period.
- f) Staff responsible for administering individual social media sites will monitor their respective sites during the election period and use moderation features where available to ensure no electoral matter is posted.
- g) Social media activity during the election period will be moderated to ensure:-
 - social media posts are kept to a minimum, necessary operational information only;
 - no launches or announcements of any new projects, policy initiatives, or programs;
 - on all Facebook pages the 'post comments' from all facility to be disabled; and
 - no posting of or responding to political content is permitted.

8. Information

All election candidates have rights to information from the Corporation administration. Sitting councillors of both municipalities should also have the opportunity to continue to receive information that is necessary to fulfil their elected roles.

The highest possible standards of transparency should be applied in the in the provision of information and advice to councillors and candidates during the election period. To that end the following arrangements will apply:

- a) All requests for information will be directed to the Chief Executive Officer in written format.
- b) An Information Request Register will be maintained by the Manager Corporate Services during the Election period. This Register will record all requests for information by councillors and candidates, and the responses given to those requests. The Register will be updated as soon as practicable following each request for information and made available for public inspection.
- c) Board members, councillors and candidates have a right to access material that is generally available as public information, and not subject to privacy or confidentiality provisions.

- d) Information provided will not relate to policy development or interpretation, new projects or matters that are the subject of public or election debate, require an unreasonable use of library resources in preparation or collation, or that might be perceived to be connected with a candidate's election campaign.
- e) To ensure compliance with S93B(3)(c) of the Act, any information provided to a councillor or candidate, except material contained within any agendas or reports for Board consideration, will be provided to all councillors or candidates of the municipality of the councillor or candidate who has been provided with the information.

9. Public Consultation

During the Election Period the Corporation will not initiate public consultation processes.

Whilst consultation is an integral part of policy development process and operations, consultation should not be undertaken close to a general election so as to possibly become an election issue in itself and influence voting.

This provision will not apply to normal and ongoing operational consultation processes, such as those used for capturing regular user feedback on service quality. However, data from such processes will not be reported to the board or otherwise made publicly available during the election period.

10. Corporation Events

During the Election period the Corporation will limit the scheduling of Corporation events during this period. The scheduling of Corporation events in the election period may raise concerns as to of conflict between the stated purpose of the event and the conduct of the election.

The Chief Executive Officer will ensure that no Corporation events will be scheduled during the Election period unless there are special circumstances making it necessary and articulating how the risks of influencing the election will be mitigated or prevented.

11. Public availability of this Policy

A copy of this policy is:

- a) available for inspection by the public at all libraries; and
- b) published on the Corporation website.

QUARTERLY FINANCIAL REPORT QUARTER ENDING: 31 March 2024

1. Overview

The Board adopted the 23/24FY Budget at its meeting on May 24 2022.

This quarterly financial status report covers the period commencing on 1 July 2023 and ending on March 2024 representing three quarters of the 2023/2024 Financial Year.

The report summarises the Corporation's financial performance. It includes a

- Cash Budget which will include capital and grant income and expenditure.
- Income Statement
- Balance Sheet
- Cash Flow Statement

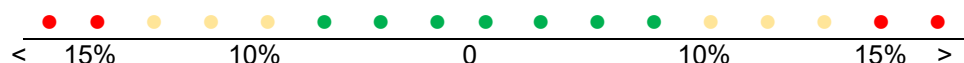
Depreciation

The Corporation's assets include Library Collections, IT Equipment, Furniture and Equipment and Motor Vehicles. These monetary values of these assets decrease over a period of time based on their use, wear and tear and their currency. This decrease is measured as depreciation. The depreciable amount of an asset is the amount which must be allocated on a methodical basis over the asset's estimated useful life. It is a non-cash expense and is recognised in the profit and loss statement.

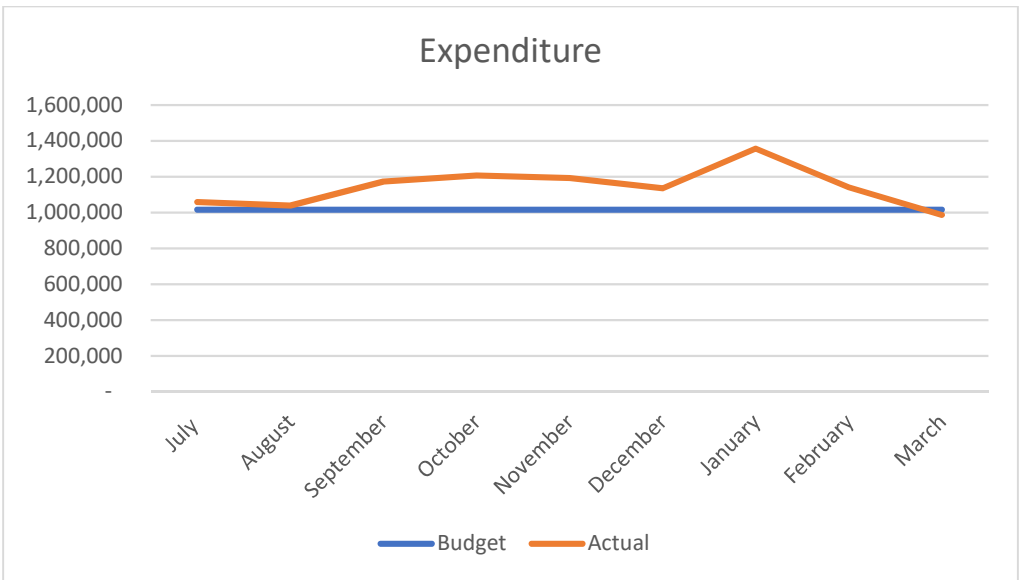
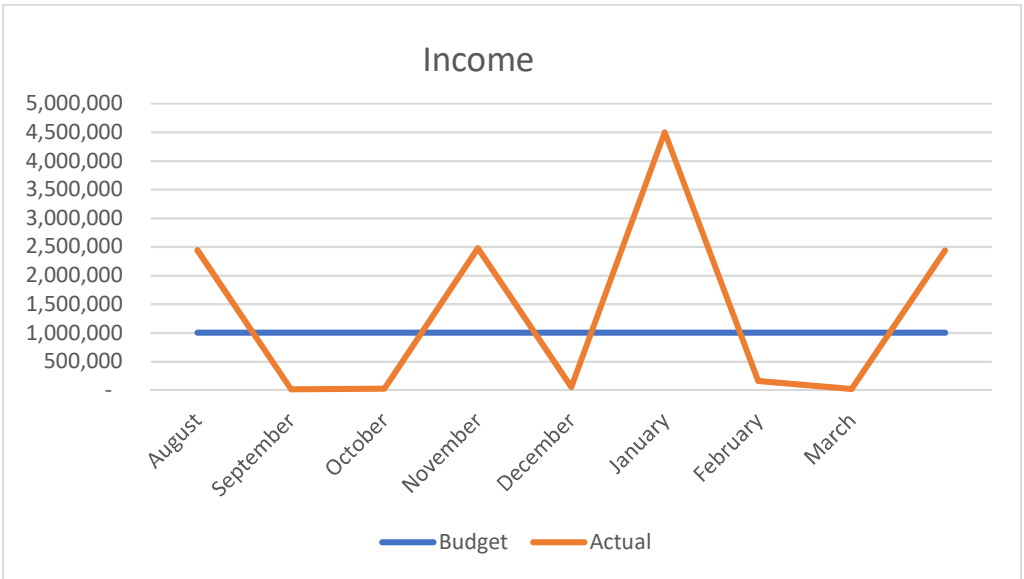
2. Cash Budget

The cash budget compares the annual budget with actual performance. This report notes the cash movement of all activities ignoring all accounting adjustments.

Variance Indicator Thresholds



Cash Statement to 31 March 2024	2023-2024	Forecast	Forecast	YTD	YTD	YTD Variance		
	Budget	Actual	Variance	Budget	Actual	Fav (unfav)	%	
	\$	\$	\$	\$	\$	\$	%	
INCOME								
Council Contributions	9,724,070	9,724,070	0	7,293,053	9,724,070	2,431,018	33%	•
State Government PLFP	1,971,449	1,914,028	(57,421)	1,478,587	1,914,028	435,441	29%	•
User Fees & Charges	122,156	98,530	(23,626)	91,617	76,182	(15,435)	-17%	•
Interest	90,000	117,536	27,536	67,500	98,013	30,513	45%	•
Other Grants	139,956	303,900	163,944	104,967	303,900	198,933	190%	•
Transfer from Cash Reserve	40,320	0	(40,320)	0	0	0	0%	
Surplus(Deficit) c/fwd	111,381	235,159	123,778	0	0	0	0%	
Surplus(Deficit) c/fwd - Capital	0	255,957	255,957	0	0	0	0%	
Total Income	12,199,332	12,649,180	449,848	9,035,723	12,116,193	3,080,470	34%	
EXPENDITURE								
Employee Benefits	8,243,153	8,331,876	(88,723)	6,182,365	6,230,157	(47,792)	-1%	•
Operating Expenses	742,382	723,775	18,607	556,786	517,706	39,080	7%	•
Utilities	253,899	161,886	92,013	190,424	121,415	69,010	36%	•
ICT & Information Services	426,761	410,323	16,438	320,071	281,492	38,579	12%	•
Library Resources	299,361	308,875	(9,514)	224,521	224,908	(86)	0%	•
Finance Costs	43,500	42,592	908	32,625	30,444	2,181	7%	•
Capital Expenditure	2,050,320	2,306,277	(255,957)	1,537,740	1,822,050	(284,310)	-18%	•
Grant Expenditure	139,956	303,900	(163,944)	104,967	242,783	(137,816)	-131%	•
Total Expenditure	12,199,332	12,589,504	(390,172)	9,149,499	9,470,954	(321,154)	-4%	
	0	59,676	59,676	(113,776)	2,645,239	3,401,624		



Commentary

(i) Income

- **Council Contributions** – The Q4 contributions were received in March from both member councils
- **State Government Public Libraries Funding** – The State Government funding was received in December.
- **Interest Income** - The income from interest will continue to improve while the rates are stable. It is expected to receive approx. \$27,000 more budgeted.
- **Income from User charges continues to decline.**

(ii) Expenses

- **Operating Expenditure**

All variances due to timing and/or within the 10% variance threshold with exception of: Utilities, Professional Services, Printing, Marketing and Programs.

- **Projected Total Income and Expenditure for the 23/24 FY**

Variance within the 10% threshold

A small surplus is anticipated at June 2024

Note: Neither income or expenditure for Warrandyte Library and Doncaster/Pines additional hours special project are included in the above cash budget table, they are however included in the following tables.

Capital Expenditure

A total of \$255,957 was carried over from 22/23FY to fund projects identified in 2022/2023 but not completed.

Grants

\$163,621 was carried over from 22/23FY to finalise projects.

2. Income Statement

Income Statement to 31 March 2024	2023/2024 Budget	2023/2024 Actual	Actual Variance	YTD Budget	YTD Actual	Variance
	\$	\$	\$	\$	\$	\$
INCOME						
Council Contributions	9,724,070	9,724,070	0	7,293,053	7,293,053	0
Manningham Additional Projects	0	585,072	585,072	0	376,073	376,073
State Government PLFP	1,971,449	1,914,028	(57,421)	1,478,587	1,435,521	(43,066)
User Fees & Charges	122,156	98,530	(23,626)	91,617	76,182	(15,435)
Interest	90,000	117,536	27,536	67,500	98,013	30,513
Other Grants	139,956	303,900	163,944	104,967	140,279	35,312
Transfer from Cash Res	40,320	0	(40,320)	0	0	0
Surplus(Deficit) c/fwd	111,381	235,159	123,778	0	0	0
TOTAL INCOME	12,199,332	13,234,252	1,034,920	9,035,723	9,419,121	383,398
EXPENSES						
Employee Benefits	8,243,153	8,331,876	(88,723)	6,182,365	6,230,157	(47,792)
Operating Expenses	996,281	885,661	110,620	747,211	639,121	108,090
ICT & Information Services	426,761	410,323	16,438	320,071	281,492	38,579
Library Resources	299,361	308,875	(9,514)	224,521	224,908	(387)
Finance Costs	43,500	42,592	908	32,625	30,444	2,181
Warranty Costs	0	432,748	(432,748)	0	258,703	(258,703)
Manningham extra hrs	0	152,324	(152,324)	0	117,370	(117,370)
Grant Expenditure	139,956	303,900	(163,944)	104,967	242,783	(137,816)
Depreciation	1,205,697	1,205,697	0	904,273	884,065	20,208
Net loss on disposal	477,382	477,382	0	358,037	0	358,037
TOTAL EXPENSES	11,832,091	12,551,378	(719,287)	8,874,068	8,909,043	(34,974)
Surplus/Deficit	367,241	682,874	315,633	161,655	510,078	348,423

3. Balance Sheet

Balance Sheet as at 31 March 2024	2023/2024 31-Mar-24 \$	2022/2023 30-Jun-23 \$
Assets		
Current Assets		
Cash and Cash Equivalents	4,495,508	2,362,290
Money Market Restricted LSL	1,399,992	1,351,564
Receivables	109,694	97,631
Prepayments	213,986	53,097
Accrued Income	28,587	26,721
Total Current Assets	6,247,768	3,891,303
Non-Current Assets		
Resources and Equipment	8,845,896	8,109,004
Total Non-Current Assets	8,845,896	8,109,004
<i>Total Assets</i>	5,093,663	12,000,307
Liabilities		
Current Liabilities		
Payables	754,201	1,203,406
Revenue Received in Advance	2,909,525	-
Provisions	1,834,619	1,711,660
Total Current Liabilities	5,498,344	2,915,066
Provisions	104,784	104,784
Total Non-Current Liabilities	104,784	104,784
<i>Total Liabilities</i>	5,603,128	3,019,850
Net Assets	9,490,535	8,980,457
Equity		
Members Contribution	3,922,043	3,922,043
Accumulated Surplus (Deficit)	5,058,414	5,058,414
Surplus/Deficit This Year	510,078	-
Total Equity	9,490,535	8,980,457

Commentary

Cash and Investments totalled \$5.9 million at end of March. This includes a restricted investment for the LSL reserve.

Resources and Equipment - Library Resources and IT Equipment assets have been updated
Payables include payment owing for BAS and SG Payments.

Revenue Received in Advance – Both member Councils paid their Q4 contributions in March.

4. Cash Flow Statement

Cash Flow as at 31 March 2024	2023/2024	2022/2023
	31 Mar 24	30-Jun-23
	\$	\$
<i>Cash flows from operating activities</i>		
Council Contributions	10,144,144	9,900,432
Government Grants	1,914,028	1,914,028
Interest Income	96,146	134,078
Other Income	64,119	140,261
Other Grants	140,279	327,235
Payments to Employees / Suppliers	(8,512,111)	(9,388,019)
Net cash provided by operating activities	3,802,605	3,028,016
<i>Cash flows from Investing Activities</i>		
Payments for Resources, IT & Equipment	(1,620,957)	(2,140,432)
Proceeds from sale of Equipment	0	46,000
Net cash provided by investing activities	(1,620,957)	(2,094,432)
Net increase (decrease) in cash held	2,181,645	933,583
Cash at the beginning of the year	3,713,856	2,780,273
Cash at the end of the year	5,895,501	3,713,856
Reconciliation of Operating Result and Net Cash Flows from Operating Activities		
For the period ending 31 Mar 2024		
<i>Net surplus (deficit) from operations</i>	510,078	614,968
Depreciation	884,065	1,384,303
(Profit) Loss on Disposal of Fixed Assets	0	419,579
Net movement in current assets & liabilities	2,408,462	609,166
Net cash inflow (outflow) from operating activities	3,802,605	3,028,016
<i>Cash Resourcing</i>		
Cash Assets	5,895,501	3,713,856

Commentary:

Cash flow in line with income statement variances.

Conclusion:

The 2023/2024 budget is based on a 'break even' cash position (i.e.) total cash outlay will equal total cash inflow).

ATTACHMENT 5 Q3 2023/24 YTD Library Activity Trends

Performance Overview	YTD 23/24	Trend compared to same period last year
Total Branch Visits	691,055	↓
New Members	10,818	↑
Adult Program Attendance	8,258	↑
Children and Youth Program Attendance	40,954	↑
Information Enquiries	81,126	↓
Total Loans	2,706,696	↑
Home Library Service Loans	41,599	↑
Public Computer and Wi-Fi Sessions	336,174	↑
Catalogue Searches	3,470,298	↓
App Lunches	210,874	↑

Notes:

Vermont South closed for electrical works for 1 week in November 2023

The Pines closed for air conditioning works for 1 week in November 2023

Loans

	July 2022- March 2023	July 2023 - March 2024	Change	%Change
Blackburn	60,117	50,490	-9,627	-16
Box Hill	168,204	168,707	503	0
Nunawading	262,676	239,321	-23,355	-9
Vermont South	142,436	140,572	-1,864	-1
Bulleen	67,522	61,265	-6,257	-9
Doncaster	232,734	216,286	-16,448	-7
The Pines	141,341	140,702	-639	0
Warrandyte	16,754	17,315	561	3
Virtual Loans - Renewals	514,750	830,208	315,458	61
Virtual Loans -e- resources	497,377	841,830	344,453	69
TOTAL	2,103,911	2,706,696	602,785	+29
Loans to Home Library Service Members	33,783	41,599	7,816	23

Branch Library Visits

	July 2022- March 2023	July 2023 - March 2024	Change	%Change
Blackburn	32,999	30,122	-2,877	-9
Box Hill	120,604	122,305	1,701	1
Nunawading	121,534	111,792	-9,742	-8
Vermont South	72,197	71,192	-1,005	-1
Bulleen	48,569	45,061	-3,508	-7
Doncaster	214,184	201,523	-12,661	-6
The Pines	93,126	88,532	-4,594	-5
Warrandyte	16,152	20,528	4,376	27
TOTAL	719,365	691,055	-28,310	-4

Customer Enquires responded to by library staff

	July 2022- March 2023	July 2023 - March 2024	Change	%Change
Blackburn	4,394	3,016	-1,378	-31
Box Hill	17,381	10,686	-6,695	-39
Nunawading	21,840	14,638	-7,202	-33
Vermont South	11,732	8,983	-2,749	-23
Bulleen	11,925	7,293	-4,632	-39
Doncaster	22,607	19,136	-3,471	-15
The Pines	11,943	10,959	-984	-8
Warrandyte	3,198	2,938	-260	-8
Via Web	392	350	-42	-11
Suggested Purchases	2,898	3,127	229	8
TOTAL	108,310	81,126	-27,184	-25

Children's and Youth Services – Program Attendances

	July 2022- March 2023	July 2023 - March 2024	Change	%Change
Blackburn	1,496	1351	-145	-10
Box Hill	5,623	5406	-217	-4
Nunawading	5,971	6714	743	12
Vermont South	4,848	5394	546	11
Bulleen	3,044	4063	1,019	33
Doncaster	8,217	8312	95	1
The Pines	4,076	4624	548	13
Warrandyte	1,212	1307	95	8
Online	518	125	-393	-76
Off site	1,424	3,658	2,234	157
TOTAL	36,429	40,954	4,525	+12

Adult Program Attendances

	July 2022- March 2023	July 2023 - March 2024	Change	%Change
Blackburn	162	220	58	36
Box Hill	477	594	117	25
Nunawading	524	762	238	45
Vermont South	581	1,082	501	86
Bulleen	952	526	-426	-45
Doncaster	1,479	1,974	495	33
The Pines	281	508	227	81
Warrandyte	217	666	449	207
Online	787	373	-414	-53
Off site	175	1,553	1,378	787
TOTAL	5,635	8,258	2,623	+47

Website & Catalogue Activity

	July 2022- March 2023	July 2023 - March 2024	Change	%Change
Library Website visits	770,182	682,230	-87,952	-11
Catalogue Searches	3,573,949	3,470,298	-103,651	-3
App launches	144,562	210,874	66,312	46
Virtual loans (Internet renewals)	514,750	830,208	315,458	61
Virtual loans (database usage)	497,377	841,830	344,453	69
TOTAL	5,500,820	6,035,440	534,620	+10

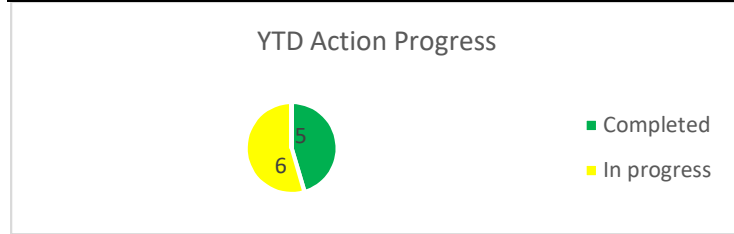
Public Computer and Internet Use

	July 2022- March 2023	July 2023 - March 2024	Change	% Change
Blackburn	2,420	3,351	931	38
Box Hill	20,749	28,952	8,203	40
Nunawading	14,592	15,209	617	4
Vermont South	4,384	6,241	1,857	42
Bulleen	5,060	6,546	1,486	29
Doncaster	20,622	24,212	3,590	17
The Pines	6,786	7,030	244	4
Warrandyte	439	1,225	786	179
Nintendo Wii sessions	15	127	112	747
WiFi sessions	117,957	243,281	125,324	106
TOTAL	193,024	336,174	143,150	+74

New Members

	July 2022- March 2023	July 2023 - March 2024	Change	%Change
Blackburn	999	1,192	193	19
Box Hill	2,209	2,382	173	8
Nunawading	1,555	1,684	129	8
Vermont South	877	965	88	10
Bulleen	421	574	153	36
Doncaster	2,566	2,541	-25	-1
The Pines	1,062	976	-86	-8
Warrandyte	380	452	72	19
Home Library	31	52	21	68
TOTAL	10,100	10,818	718	+7

ATTACHMENT 6 Q3 2023/24 SERVICE PERFORMANCE REVIEW



	Headline	Q3 Key Performance Indicators at a glance	Q3 Key Story Highlights
	COMMUNITY PARTICIPATION AND ENGAGEMENT	106 customer feedback submissions responded to (vs 94 in Q2) ↑ -4% YTD library visitation vs 22/23 ↓ +6% YTD new memberships vs 22/23 ↑ +17% YTD program attendances vs 22/23 ↑ 750 Open Library visits in Q3 (vs 653 Q2) ↑	Customer feedback submissions in Q3 included 39 compliments, 35 complaints (vs 14 in Q1) and 32 suggestions. Installation of mobile phone charging stations at all libraries in response to customer suggestions.
	MARKETING AND COMMUNICATIONS	+260 eNewsletter Events subscribers ↑ +32 Facebook followers ↑ +33 Instagram followers ↑	21 new Warrandyte Open Library registrations following promotional mail drop in targeted suburbs
	LIBRARY COLLECTIONS AND RESOURCES	+16% YTD physical loans vs 22/23 ↑ +43% YTD e-book loans vs 22/23 ↑ +69% YTD use of e-resources vs 22/23 ↑ +46% YTD use of Library App vs 22/23 ↑	Consortium proposal developed with 2 other library services to share ebook collections.
	MANAGEMENT AND ADMINISTRATION	\$20K annual ISP operational savings ↓ 5x increase to internet performance ↑	ICT Strategy actions completed included development of Wide Area Network Transformation Project Plan and new internet service provider contract Volunteer recruitment and management processes streamlined.
	REPORTING AND GOVERNANCE	1 x internal audit completed 3 x policies reviewed	Internal Audit of budgeting and forecasting completed Election Period Policy, Procurement Policy & ICT Security Policy reviewed