

Whitehorse Manningham Regional Library Corporation

AGENDA

Ordinary Meeting of the Board

Wednesday 21 August 2024

Notice of meeting

Notice is hereby given that an Ordinary meeting of the Whitehorse Manningham Regional Library Board will take place on **Wednesday 21 August 2024 at 4.00pm in the Bert Lewis Room, Level 1 Box Hill Library, 1040 Whitehorse Road, Box Hill**

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 22 May 2024.

Attachments

Attachment 1 – Minutes of the Ordinary Board Meeting 22 May 2024.

5. REPORTS

5.1 FINANCIAL STATEMENTS 2023/24

Report prepared by: Julie Lawes, Manager Finance

Executive Summary

The Financial Statements for the 2023/2024 FY have been prepared in accordance with the Australian Accounting Standards, Local Government Act 1989 and the Local Government (Planning and Reporting) Regulations 2014.

The Board's in-principle approval is sought for the Financial Statements to be submitted to the Auditor General and for two board members to be authorised to certify the statements once any amendments or changes requested by the Auditor General have been made.

Recommendation

That the Board:

- a) **gives in-principle approval for the Financial Statements to be submitted to the Auditor General; and**
 - b) **authorises Crs Skilbeck and Conlon, to certify the Financial Statements on behalf of the Board, once any amendments or changes requested by the Auditor General have been made.**
-

Background

The Financial Statements constitute a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and notes accompanying these financial statements.

The draft Financial Statements for this period were reviewed and discussed with the External Auditor and Audit and Risk Committee on 14 August 2024.

Regulatory

The Local Government Act requires that the Board resolves to give approval for the Financial Statements to be submitted to the Auditor-General and authorises two Board Members on behalf of the Library Board to certify the Financial Statements once any amendments or changes requested by the Auditor General had been made.

The general purpose financial report complies with Australian Accounting Standards and interpretations, other authoritative pronouncements of the Australian Accounting Standards Board, the Local Government Act 1989, and the Local Government (Planning and Reporting) Regulations 2014.

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: Draft Financial Statements 2023 – 2024

5.2 FY23/24 Q4 FINANCIAL REPORT

Report prepared by: Julie Lawes, Finance Manager

Executive Summary

The Financial Report for FY23/24 Quarter 4 (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. A small operating surplus was achieved.

Recommendation:

That the Board adopts the FY23/24 Q4 Financial Report.

Strategic Link

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 3: FY23/24 Q4 Financial Report

5.3 Manningham Community Representative Appointment

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

The appointment of Dionne Dearman to the role of Manningham Community Representative on the Board of the Whitehorse Manningham Regional Library Corporation has been extended for a further two years until 31 October 2026.

Recommendation

That the Board:

- a) **notes the extension of Dionne Dearman's appointment as Manningham Representative on the Library Board for a further two-year period until 31 October 2026, and**
 - b) **thanks Ms Dearman for her contribution over the past two years.**
-

Discussion

Ms Dionne Dearman was appointed to the role of Manningham Community Representative on the Board of the Whitehorse Manningham Regional Library Corporation in November 2022. The term of appointment was for an initial two years, with a possible further two-year term. Manningham Council representatives have confirmed the extension of Ms Dearman's appointment for a further two years until 31 October 2026.

Ms Dearman has made a valuable contribution to the Board over the past two years by bringing a library user perspective to meeting discussions. Ms Dearman has demonstrated herself to be diligent and committed to the role of Community Representative, and has an excellent record of attendance and participation with both Board meetings and Library events.

Governance

Membership of the Library Board is in accordance with Clause 3.1 of the *Whitehorse Manningham Regional Library Agreement*. In accordance with *Community Representative Guidelines for Appointment 2022*, the appointment of each community representative is for an initial two-year term, with a possible extension of a further two years

Financial Impacts

Remuneration does not apply to community representative position.

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 CEO REPORT

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

This report provides an overview of WML's performance in the fourth 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 4. Also provided is the YTD health and safety report and progress towards the CEO KPIs 2024 -2025.

Commencing on 9 September 2024, WML will deliver a further 3.5 opening hours per week at Doncaster Library under the Manningham Special Projects Additional Hours arrangement. Doncaster will operate 9am – 8pm weekdays, 9am - 5pm Saturdays and 1pm – 5pm Sundays.

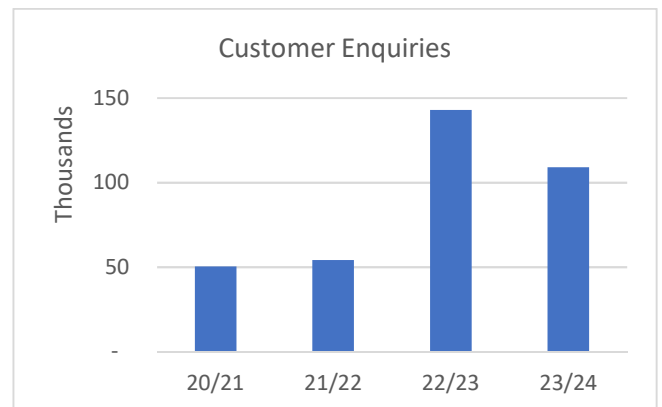
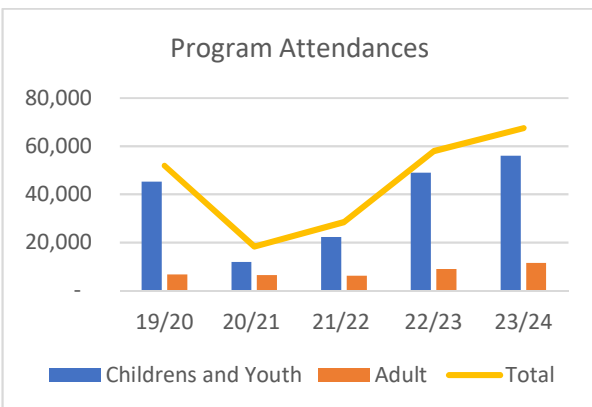
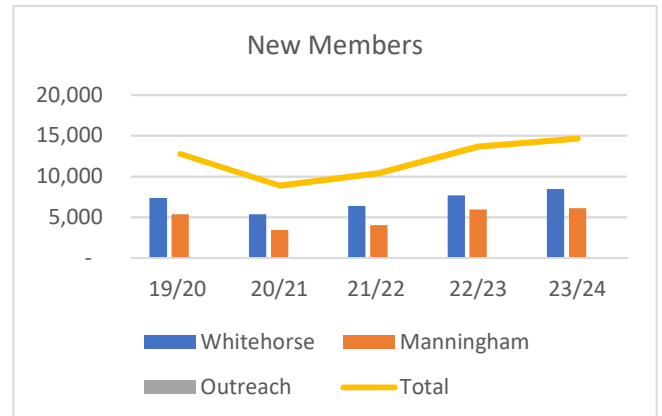
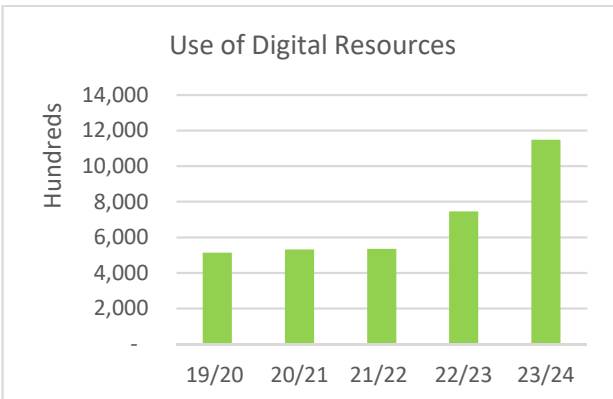
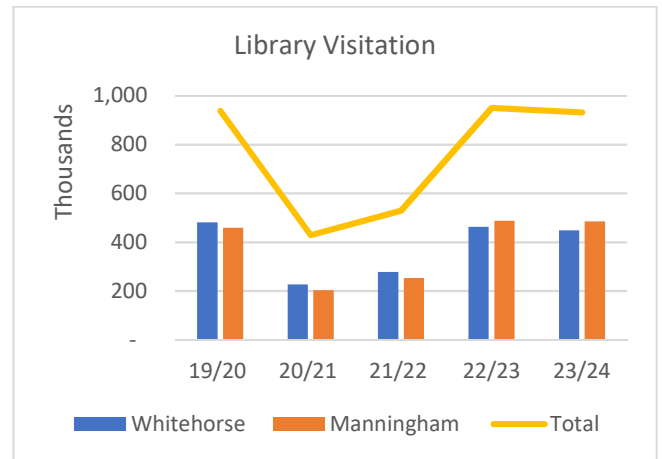
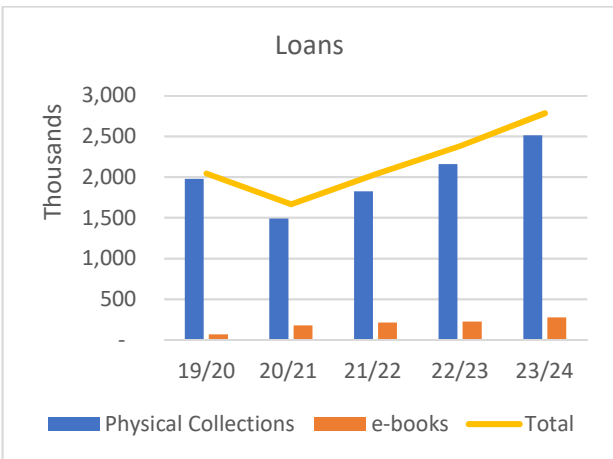
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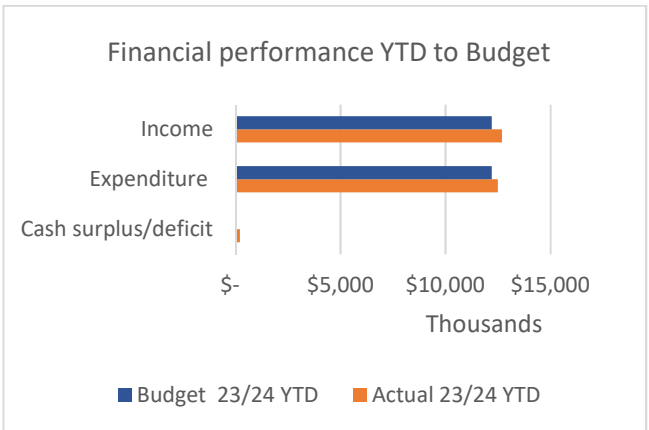
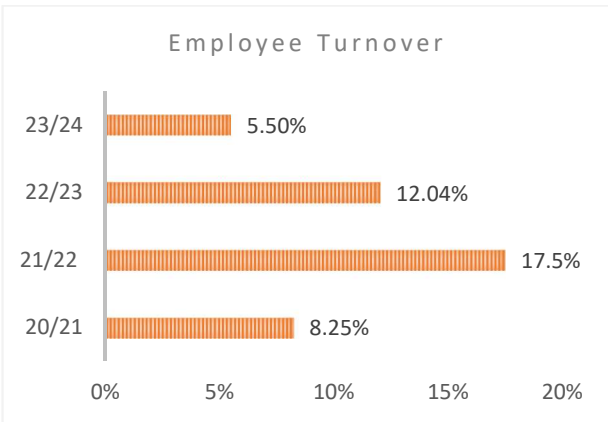
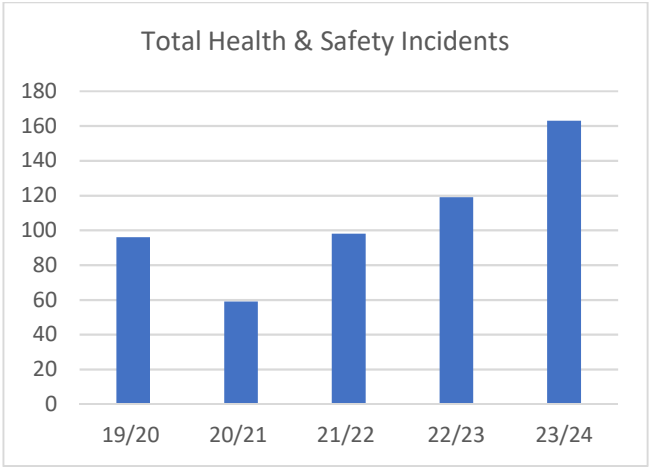
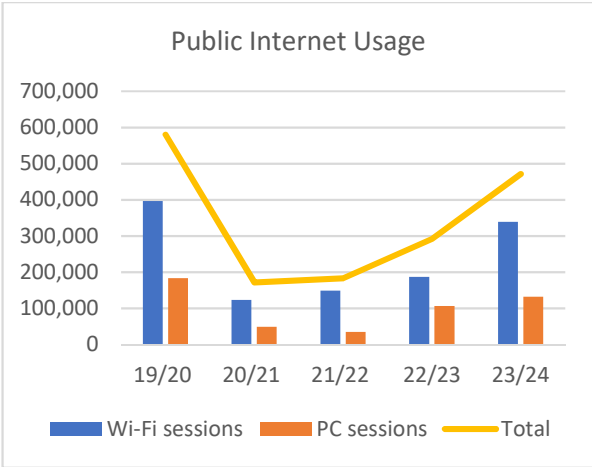
That the Board notes:

- a. the FY 23/24 Q4 CEO Report, and**
 - b. the amendment to the Manningham Additional Hours Special Project by a further 3.5 hours per week.**
-

5.4.1 Q4 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. Use of digital library collections and resources has increased significantly. Customer enquiries have decreased following the removal of late fees from 1 July 2023.





Performance dashboard notes:

- Loans include renewals
- 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

5.4.2 Q4 Health and Safety Incidents

There were a total of 42 health and safety incidents (hazards, injuries, near miss and incidents) reported in FY23/24 Q4 (1 April – 30 June 2024) compared to 49 in Q3.

FY23/24 total incident reports were 163, representing a 37% increase compared to the previous year.

Total Incident Reports	Incidents	Injuries	Near Miss	Workplace Hazards	Hazardous Work Practices
42	34	6	0	2	0

Of the 42 reported incidents in Q4, 20 related to inappropriate behaviour by library visitors which included abusive and aggressive behaviour and/or breaches of the public internet conditions of use, noting that some reports relate to repeated behaviour by the same individuals.

Injuries to patrons included:

- Trips and falls by patrons outside the library or at entrances
- Children falling or bumping heads

Injuries to staff included:

- Muscular Skeletal from trips or falls
- Bruising of fingers
- Shoulder injury
- Psychological injury risk due to abuse from patrons

Workplace hazards included:

- Lift not functioning at Warrandyte Library
- Unlocked emergency exit doors with no alarms

Workcover:

1 continuing claim, 1 new claim

OHS Training in Q4:

- 4 employees attended first aid training
- 23 employees attended manual handling training
- 21 employees attended emergency response and fire extinguisher training
- 2 employees attended a Changes to Workcover webinar

Other OH&S initiatives for Q4:

- Annual worksite audits completed at Box Hill Library, Administration and Box Hill Meeting Rooms
- Commencement of consultation with OHS Committee on the development of a psychosocial risk assessment

5.4.3 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 @July 2024
1.1 Workforce	1.1.1 New enterprise agreement. Negotiations commencing March 2024	Log of Claims from all parties are being considered by the Negotiating Committee
	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	Refer to Agenda item 6.1
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	Psychosocial Hazards Identification and Prevention plan completed. Development of psychosocial risk assessments commenced.
	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 5.4.2
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 completed and outcome results reviewed. All staff development day delivered 17 July with 100 staff in attendance
	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	Attendance at workshop for regional library corporations delivered by Gender Equality Commission July

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 @ July 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.	Refer to Attachments 4 & 5
	2.1.2 Customer feedback is reviewed to identify areas for service improvement and increase customer satisfaction indicators.	88 Customer Feedback submissions responded to in Q4. Positive feedback related to staff, collections, autorenewal of loans and digital literacy program. Negative feedback related to noise, opening hours, parking and lack of EFTPOS
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.	Monthly budget variance reports and other updates distributed
	2.2.2 Board members and council officers are invited to significant library events throughout the year.	Board Chair and Deputy Chair participated in Simultaneous Storytime events Whitehorse Community Representative attended the Whitehorse Community Dinner Chair opened WML Staff Development Day
	2.2.3 Engagement with Council strategic planning and projects, including Council Plan development.	Welcome by Chair and presentation by member councils on their council plan development delivered at WML staff development day Participation in Whitehorse Community Infrastructure Plan consultation and Public Health and Wellbeing Plan

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 @ July 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. First staff engagement workshop held July 2024
	3.1.2 Document current service levels with the aim to develop agreed service outcomes and new funding apportionment model.	Review of draft report 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. <i>Review of Local Law: meeting Procedures</i> in progress
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	Election Period Policy 2024 endorsed by Board 22 May
	3.2.2 Review Board Member Code of Conduct by December 2024	Review commenced
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.	24/25 FY Budget endorsed by Board 22 May

	3.3.2 Identify grant and alternative funding opportunities to enhance service delivery.	\$3,000 grant to host Aged Care Reforms Information Hub at Box Hill Library
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 Issues register status reported to ARC 14 August
	3.4.2 Maintain the Corporation's Risk Management Framework and Business Continuity Plan with the aim of improving risk mitigation. Risk profile report to Audit and Risk Committee August 2024	Review of strategic and operational risks completed. Risk profile report to ARC 14 August
KPA 4: DELIVERY & PERFORMANCE Deliver continuous improvement of customer experience and community outcomes		
Focus Area	Measure and Target	Status @ July 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.	23/24FY PLV metrics and LGPRF data submitted. Results to be reported at December 2024 meeting
	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 policies included ICT Security and Fleet and Vehicle Safety Report to ARC August 2024
4.2 Service	4.2.1 Explore opportunities to extend the reach of library services, with a focus on identified under serviced areas.	New Arabic and Multicultural storytimes at Bulleen (Italian), The Pines (Arabic) libraries and external locations from June 2024 (<i>delivered on behalf of Manningham Council supported by the Victorian Government through the Multicultural Storytime Grant program</i>). Accessibility Audits conducted at all libraries Self Service Library Locker business case developed

	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	New ISP contract awarded Review of IT human resourcing completed.
	4.3.2 Deliver service performance review plan actions to identify efficiencies and improve service outcomes. Quarterly progress reports to Board.	Q4 Service performance Report Card (refer Attachment 5)

5.4.5 State Government Public Library Funding Program

- a) The 2024/25 State Government Public Library Funding Program has been maintained at the same level as the previous year’s amount, with all Victorian public libraries to receive the same funding as received in 2023/24.
- b) The State Government will be reviewing the funding formula used to allocate public library funding across Victorian local government authorities. The existing allocation formula was last applied in the 2018/19 FY. From 2019/20 the annual percentage uplift to the State Government Public Library Funding grants has been applied uniformly across all councils.
- c) Public Libraries Victoria will be advocating for the total State Government Public Library Funding pool to be increased, to ensure that no council is worse off under the application of any new allocation formula.
- d) Commencing 2024/25, the Public Library Funding Program Agreement now requires that in order to receive the funding councils and regional library corporations must agree:

“that library materials that have not been subject to federal and state restriction or prohibition should not be excluded from a public library on moral, political, racial, religious, sexist, language, or other grounds. Nor should library materials be included on these grounds alone, whatever pressure may be brought to bear by individuals or groups.”

Strategy Link

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 4: Q4 Library Activity
- Attachment 5: Q4 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 16 Oct 2024	Box Hill Library	Extra Ordinary meeting	Adoption of Annual Report
4pm 11 Dec 2024	Box Hill Library	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. 161
Held on Wednesday 22 May 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 Conlon		Manningham Council
Lisa Letic		Director Community Services, Whitehorse
Lee Robson		Director Connected Communities, 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
Tracey Olive	Manager Corporate Services, WMRLC
Stuart Penrose	Manager ICT and Enterprise Risk

1. WELCOME AND APOLOGIES.

Apologies:

Cr Andrew Davenport
Julie Lawes

Motion:

- a) The Board that electronic attendance at the meeting be permitted for Lisa Letic on this occasion (22 May 2024); and
- b) That the WML Chief Executive Officer undertakes a review of the *Local Law 3: Meeting Procedures* in accordance with requirements of the Local Government Act 1989.

Moved: Cr Conlon
Seconded: Cr Skilbeck

Lisa Letic joined the meeting

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 March 2024 as a true and correct record.

Moved: Cr Skilbeck
Seconded: Dionne Dearman

Carried

5. REPORTS

5.1 2024/25 Budget

Motion:

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

Moved: Cr Skilbeck
Seconded Lee Robson
Carried

5.2 Election Period Policy

Motion:

The Election Period Policy, as required under s93B of the Local Government Act 1989 and contained in Attachment 3, be adopted, subject to the date of the commencement of the election period being changed to 17 September.

Moved: Nicola Nye
Seconded: Lee Robson
Carried

5.3 eBook consortium

Motion:

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 contact, under Procurement Australia Contract 2306/0843 - Library Collections, Furniture, Equipment & Associated Requirements, for an initial period of three years commencing 1 July 2024.

Moved: Dionne Dearman

Seconded: Nicola Nye

Carried

5.4 Q3 Financial Report

Motion:

That the Board adopts the 2023/24 Quarter 3 Financial Report.

Moved: Cr Skilbeck

Seconded: Lee Robson

Carried

5.5 CEO Report

Motion:

That the Board notes the CEO Report Quarter 3 Report.

Moved: Cr Conlon

Seconded: Cr Skilbeck

Carried

Katie Norton, Tracey Olive, Jonathan Gosden and Stuart Penrose left the meeting.

6. CONFIDENTIAL REPORTS

Motion:

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

Moved: Cr Conlon

Seconded: Cr Skilbeck
Carried

Minutes of confidential items are published separately.

7. Your Library Limited

Motion:

That a letter of condolence be sent to the Chair and Board of Your Library Limited following the passing of Your Library CEO, Joseph Cullen.

Moved: Dionne Dearman
Seconded: Nicola Nye
Carried

8. Next meeting dates

Date & time		Key Agenda Items
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

9. Meeting closed at 5.12pm

Signed as a true and correct record

Chairperson / / 2024

ATTACHMENT 2: FINANCIAL STATEMENTS 2023/24

Published separately

QUARTERLY FINANCIAL REPORT QUARTER ENDING: 30 June 2024

1. Overview

The Board adopted the 2023/24FY Budget at its meeting on May 24 2022.

This quarterly financial status report covers the period commencing on 1 July 2023 and ending on 30 June 2024 representing the full 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.

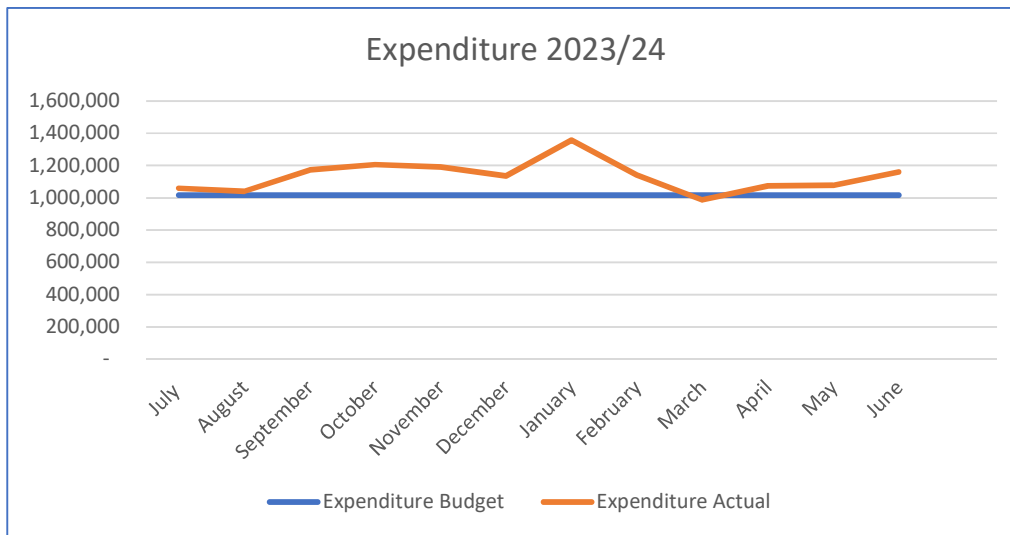
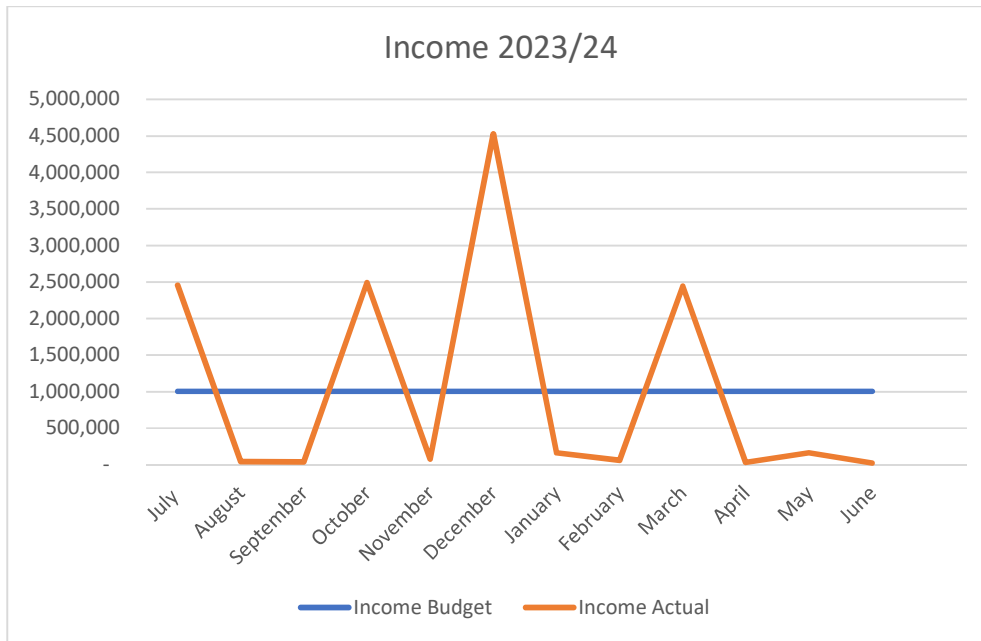
2. Cash Budget

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 30 June 2024	2023-2024 Budget \$	Forecast Actual \$	Forecast Variance \$	YTD Budget \$	YTD Actual \$	YTD Variance Fav (unfav) \$ %		
INCOME								
Contributions	9,724,070	9,724,070	0	9,724,070	9,724,070	0	0%	●
SG Subsidy	1,971,449	1,914,028	(57,421)	1,971,449	1,914,028	(57,421)	-3%	●
User Fees & Charges	122,156	103,938	(18,218)	122,156	103,938	(18,218)	-15%	●
Interest	90,000	132,130	42,130	90,000	132,130	42,130	47%	●
Other Grants	139,956	335,214	195,258	139,956	335,214	195,258	140%	●
Transfer from Cash Reserve	40,320	0	(40,320)	40,320	0	(40,320)	0%	
Surplus(Deficit) c/fwd	111,381	235,159	123,778	111,381	235,159	123,778	0%	
Surplus(Deficit) c/fwd - Capital	0	255,957	255,957	0	255,957	255,957	0%	
Total Income	12,199,332	12,700,496	501,164	12,199,332	12,700,496	501,164	4%	
EXPENDITURE								
Employee Benefits	8,243,153	8,262,759	(19,606)	8,243,153	8,262,759	(19,606)	0%	●
Operating Expenses	742,382	760,583	(18,201)	742,382	760,583	(18,201)	-2%	●
Utilities	253,899	177,589	76,310	253,899	177,589	76,310	30%	●
ICT & Information Serv	426,761	419,817	6,944	426,761	419,817	6,944	2%	●
Library Resources	299,361	310,697	(11,336)	299,361	310,697	(11,336)	-4%	●
Finance Costs	43,500	42,892	608	43,500	42,892	608	1%	●
Capital Expenditure	2,050,320	2,186,550	(136,230)	2,050,320	2,186,550	(136,230)	-7%	●
Grant Expenditure	139,956	275,483	(135,527)	139,956	275,483	(135,527)	-97%	●
Total Expenditure	12,199,332	12,436,371	(237,039)	12,199,332	12,436,371	(237,039)	2%	●
	0	264,125	264,125	0	264,125	264,125		●



Commentary

(i) Income

- **Council Contributions** – The final quarters payment was 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 was above budget with an additional \$42,130 received.
- **Income from User fees and charges continued to decline.**

(ii) Expenses

- **Operating Expenditure**

The following line items were unfavourable to budget;
Salaries, Telephones, Professional Services, Programs and Marketing.

The following line items were favourable to budget;
Utilities, ICT and Couriers.

A cash surplus of \$84,667 will be carried over.

Note: Neither income or expenditure for Warrandyte Library and Doncaster additional hours project are not included in the above table, they are however included in the following tables.

Capital Expenditure

A total of \$255,957 was carried over to fund projects identified in 2022/2023 but not completed. Of this \$200,000 was transferred to the ICT reserve and the balance of the expended on ICT hardware replacement.

\$119,000 will be carried over to the new financial year to fund uncompleted projects.

Grants

\$63,621 was carried over from 2022/23 FY to finalise projects, and has now been fully expended. \$59,700 will be carried over to the new financial year.

3. Income Statement

Income Statement to 30 June 2024	2023/2024 Budget	2023/2024 Actual	Actual Variance	YTD Budget	YTD Actual	Variance
	\$	\$	\$	\$	\$	\$
INCOME						
Council Contributions	9,724,070	9,724,070	0	9,724,070	9,724,070	0
Manningham Special Projects	0	487,531	487,531	0	487,531	487,531
State Government Funding	1,971,449	1,914,028	(57,421)	1,971,449	1,914,028	(57,421)
User Fees & Charges	122,156	111,274	(10,882)	122,156	111,274	(10,882)
Interest	90,000	132,130	42,130	90,000	132,130	42,130
Other Grants	139,956	335,214	195,258	139,956	335,214	195,258
Other Income	0	66,687	66,687	0	66,687	66,687
Transfer from Cash Res	40,320	0	(40,320)	40,320	0	0
Surplus(Deficit) c/fwd	111,381	235,159	123,778	111,381	235,159	123,778
TOTAL INCOME	12,199,332	13,262,050	1,062,718	9,035,723	13,262,050	1,062,718
EXPENSES						
Employee Benefits	8,243,153	8,278,649	(35,496)	8,243,153	8,278,649	(35,496)
Operating Expenses ICT & Information Services	996,281	992,158	4,123	996,281	992,158	4,123
Library Resources	426,761	420,840	5,921	426,761	420,840	5,921
Finance Costs	299,361	331,258	(31,897)	299,361	331,258	(31,897)
Warrandyte Library Manningham additional hours	43,500	41,041	2,459	43,500	41,041	2,459
Grant Expenditure	0	295,118	(295,118)	0	295,118	(295,118)
Depreciation	0	153,182	(153,182)	0	153,182	(153,182)
Net loss on disposal	139,956	234,903	(94,947)	139,956	234,903	(94,947)
	1,205,697	1,186,719	18,978	1,205,697	1,186,719	18,978
	477,382	658,953	(181,571)	477,382	658,953	(181,571)
TOTAL EXPENSES	11,832,091	12,502,820	(760,729)	11,832,091	12,592,820	(760,729)
Surplus/Deficit	367,241	682,874	315,633	161,655	510,078	348,423

4. Balance Sheet

Balance Sheet as at 30 June 2024	2023/2024 30-Jun-24	2022/2023 30-Jun-23
Assets		
Current Assets		
Cash and Cash Equivalents	1,426,586	2,362,290
Money Market Restricted LSL	1,416,930	1,351,564
Receivables	125,574	97,631
Prepayments	75,600	53,097
Accrued Income	26,981	26,721
	3,071,671	
Total Current Assets		3,891,303
Non-Current Assets		
Resources and Equipment	8,363,088	8,109,004
Total Non-Current Assets	8,363,088	8,109,004
Total Assets	11,434,759	12,000,307
Liabilities		
Current Liabilities		
Payables	494,590	1,203,406
Provisions	1,800,566	1,711,660
Total Current Liabilities	2,295,156	2,915,066
Provisions	148,007	104,784
Total Non-Current Liabilities	148,007	104,784
Total Liabilities	2,443,163	3,019,850
Net Assets	8,991,596	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	11,139	-
Total Equity	8,991,596	8,980,457

Commentary

- Cash and Investments totalled \$2.8 million at end of June. This includes a restricted investment for the Long Service Leave reserve.
- Resources and Equipment - Library Resources and IT Equipment assets have been updated
- Payables include payment owing for BAS

5. Cash Flow Statement

Cash Flow as at 30 June 2024	2023/2024 30-Jun-24	2022/2023 30-Jun-23
<i>Cash flows from operating activities</i>		
Council Contributions	10,211,601	9,900,432
Government Grants	1,914,028	1,914,028
Interest Income	193,475	134,078
Other Income	177,962	140,261
Other Grants	168,240	327,235
Payments to Employees / Suppliers	(11,435,887)	(9,388,019)
Net cash provided by operating activities	1,229,419	3,028,016
<i>Cash flows from Investing Activities</i>		
Payments for Resources, IT & Equipment	(2,101,814)	(2,140,432)
Proceeds from sale of Equipment	2,058	46,000
Net cash provided by investing activities	(2,099,756)	(2,094,432)
Net increase (decrease) in cash held	(870,339)	933,583
Cash at the beginning of the year	3,713,855	2,780,273
Cash at the end of the year	2,843,516	3,713,856
Reconciliation of Operating Result and Net Cash Flows from Operating Activities		
For the period ending 30 June 2024		
<i>Net surplus (deficit) from operations</i>	11,139	614,968
Depreciation	1,186,719	1,384,303
Loss on Disposal of Fixed Assets	658,954	419,579
Net movement in current assets & liabilities	(627,393)	609,166
Net cash inflow (outflow) from operating activities	1,229,419	3,028,016
<i>Cash Resourcing</i>		
Cash Assets	2,843,516	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 4 Q4 2023/24 YTD Library Activity Trends

Performance Overview	YTD 23/24	Trend compared to same period last year
Total Branch Visits	932,557	↓
New Members	14,658	↑
Adult Program Attendance	11,470	↑
Children and Youth Program Attendance	56,052	↑
Information Enquiries	109,085	↓
Total Loans	3,660,149	↑
Home Library Service Loans	54,474	↑
Public Computer and Wi-Fi Sessions	471,167	↑
Catalogue Searches	4,631,939	↓
App Launches	292,245	↑

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

	Jul 2022 – Jun 2023	Jul 2023 – Jun 2024	Change	%Change
Blackburn	79,169	67,098	-12,071	-15.24%
Box Hill	228,667	226,123	-2,544	-1.11%
Nunawading	348,769	324,283	-24,486	-7.02%
Vermont South	195,496	187,547	-7,949	-4.06%
Bulleen	90,517	81,402	-9,115	-10.06%
Doncaster	311,937	291,016	-20,921	-6.70%
The Pines	190,802	188,629	-2,173	-1.13%
Warrandyte	22,713	23,762	+1,049	+4.61%
Virtual Loans - Renewals	692,047	1,122,036	+429,989	+62.13%
Virtual Loans -e-resources	745,678	1,148,253	+402,575	+53.98%
TOTAL	2,905,795	3,660,149	+754,354	+25.96%
Loans to Home Library Service Members	52,885	54,474	+1,589	+3%

Branch Library Visits

	Jul 2022 – Jun 2023	Jul 2023 – Jun 2024	Change	%Change
Blackburn	44,662	40,633	-4,029	-9.02%
Box Hill	168,653	157,017	-11,636	-6.89%
Nunawading	160,752	154,264	-6,488	-4.03%
Vermont South	99,129	96,378	-2,751	-2.77%
Bulleen	65,222	60,667	-4,555	-6.98%
Doncaster	289,682	274,976	-14,706	-5.07%
The Pines	124,966	120,157	-4,809	-3.84%
Warrandyte	22,655	28,465	+5,810	+25.64%
TOTAL	975,721	932,557	-43,164	-4.42%

Customer Enquires responded to by library staff

	Jul 2022 – Jun 2023	Jul 2023 – Jun 2024	Change	%Change
Blackburn	5,863	3,640	-2,223	-37.91%
Box Hill	19,708	14,053	-5,655	-28.69%
Nunawading	30,173	20,280	-9,893	-32.78%
Vermont South	14,098	12,142	-1,956	-13.87%
Bulleen	15,656	10,127	-5,529	-35.31%
Doncaster	32,227	27,040	-5,187	-16.09%
The Pines	16,415	13,364	-3,051	-18.58%
Warrandyte	4,251	3,822	-429	-10.09%
Via Web	552	416	-136	-24.63%
Suggested Purchases	3,833	4,201	+368	+9.60%
TOTAL	142,776	109,085	-33,691	-23.59%

Children's and Youth Services – Program Attendances

	Jul 2022 – Jun 2023	Jul 2023 – Jun 2024	Change	%Change
Blackburn	2,135	1,911	224	-10.49%
Box Hill	6,787	7,973	+1,186	+17.47%
Nunawading	7,818	9,117	+1,299	+16.61%
Vermont South	6,694	7,347	+653	+9.75%
Bulleen	4,350	5,485	+1,135	+26.09%
Doncaster	10,974	11,030	+56	+0.51%
The Pines	5,603	6,260	+657	+11.72%
Warrandyte	1,671	1,771	+100	+5.98%
Online	572	161	-411	-71.85%
Off site	2,383	4,997	+2,614	+109.69%
TOTAL	48,987	56,052	+7,065	+14.42%

Adult Program Attendances

	Jul 2022 – Jun 2023	Jul 2023 – Jun 2024	Change	%Change
Blackburn	249	415	+166	+66.66%
Box Hill	711	847	+136	+19.12%
Nunawading	913	1,110	+197	+21.57%
Vermont South	955	1,575	+620	+64.92%
Bulleen	1,277	721	-556	-43.53%
Doncaster	2,411	2,537	+126	+5.22%
The Pines	420	712	+292	+69.52%
Warrandyte	400	1,010	+610	+152.5%
Online	1,047	417	-630	-60.17%
Off site	551	2,126	+1575	+285.84%
TOTAL	8,934	11,470	+2,536	+28.38%

Website & Catalogue Activity

	Jul 2022 – Jun 2023	Jul 2023 – Jun 2024	Change	%Change
Library Website visits	1,351,218	896,875	-454,343	-33.62%
Catalogue Searches	4,761,044	4,631,939	-129,105	-2.71%
App launches	201,060	292,245	+91,185	+45.35%
Virtual loans (Internet renewals)	692,047	1,122,036	+429,989	+62.13%
Virtual loans (databases)	745,678	1,148,253	+402,575	+53.98%
TOTAL	7,751,047	8,091,348	+340,301	+4.39%

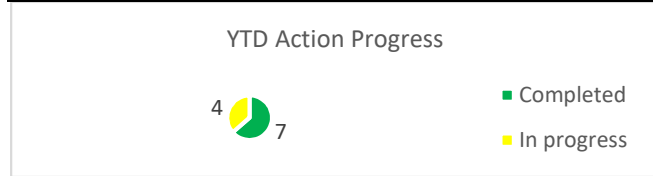
Public Computer and Internet Use

	Jul 2022 – Jun 2023	Jul 2023 – Jun 2024	Change	% Change
Blackburn	3,471	4,379	+908	+26.15%
Box Hill	29,873	40,382	+10,509	+35.17%
Nunawading	19,230	23,152	+3,922	+20.39%
Vermont South	6,386	8,575	+2,189	+34.27%
Bulleen	7,502	8,849	+1,347	+17.95%
Doncaster	29,492	34,815	+5,323	+18.04%
The Pines	9,339	10,315	+976	+10.45%
Warrandyte	641	1,834	+1,193	+186.11%
Nintendo Wii sessions	37	153	+116	+313.51%
WiFi sessions	186,496	338,866	+152,370	+81.70%
TOTAL	292,467	471,320	+178,853	+61.15%

New Members

	Jul 2022 – Jun 2023	Jul 2023 – Jun 2024	Change	%Change
Blackburn	1,348	1,610	+262	+19.43%
Box Hill	3,024	3,268	+244	+8.06%
Nunawading	2,079	2,283	+204	+9.81%
Vermont South	1,236	1,310	+74	+5.98%
Bulleen	614	774	+160	+26.05%
Doncaster	3,406	3,391	-15	-0.44%
The Pines	1,415	1,315	-100	-7.06%
Warrandyte	515	627	+112	+21.74%
Home Library	53	80	+27	+50.94%
TOTAL	13,690	14,658	+968	+7.07%

ATTACHMENT 5 Q4 2023/24 SERVICE PERFORMANCE REVIEW



	Headline	Q4 Key Performance Indicators at a glance	Q4 Key Story Highlights
	COMMUNITY PARTICIPATION AND ENGAGEMENT	88 customer feedback submissions responded to (vs 106 in Q3) ↓ -2% YTD library visitation vs 22/23 ↓ +7% YTD new memberships vs 22/23 ↑ +17% YTD program attendances vs 22/23 ↑ +37% Open Library visits in Q4 vs Q3 ↑	Customer feedback submissions in Q4 included 47 compliments (vs 39 in Q3), 23 complaints (vs 35 in Q3) and 18 suggestions. New catalogue category for Premier’s Reading Challenge to increase customer ease of searching and reserving PRC books under each age category
	MARKETING AND COMMUNICATIONS	+322 eNewsletter Events subscribers ↑ +36 Facebook followers ↑ +86 Instagram followers ↑	Total eNewsletter subscribers has increased to 19,223 Social media engagement has increased with a total Facebook followers of 4,619 and Instagram followers 1,400
	LIBRARY COLLECTIONS AND RESOURCES	+16% YTD physical loans vs 22/23 ↑ +22% YTD e-book loans vs 22/23 ↑ +54% YTD use of e-resources vs 22/23 ↑ +45% YTD use of Library App vs 22/23 ↑	Process for re-ordering of replacement children’s books streamlined – saving 133 hrs collection management time (\$6,151) Review of digital resource subscriptions resulting in a forecast savings of \$31k
	MANAGEMENT AND ADMINISTRATION	5.5% YTD staff turnover vs 12% 22/23 ↓	ICT Strategy actions completed included review and realignment of IT human resources to better support strategic objectives Review of staff absence notification process and new system implemented 7 days a week to improve efficiency New records management support contract includes additional services at no extra cost
	REPORTING AND GOVERNANCE	75% response rate to Our People Survey	New Budget Development Policy Results of Our People survey identified a high level of staff engagement and alignment Audit and Risk Committee Meeting held 21 April

