

Whitehorse Manningham Regional Library Corporation

AGENDA

Ordinary Meeting of the Board

Wednesday 11 December 2024

Notice of meeting

Notice is hereby given that an Ordinary meeting of the Whitehorse Manningham Regional Library Board will take place on **Wednesday 11 December 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 Hayley Weller (Whitehorse Council)

Cr Peter Allan (Whitehorse Council)

Cr Jim Grivas (Manningham 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)

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CHAIRPERSON (PRO TEMPORE)

In accordance with Part C: Clauses 13.1 and 13.2 of the *WMRLC Local Law No 3 – Meeting Procedures and Use of the Common Seal*, the Chief Executive Officer shall open the meeting and preside until the election of the Library Board Chairperson has taken place at item 5.1.

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 extra ordinary meeting held on 16 October 2024.

Attachments

Attachment 1 – Minutes of the Extra Ordinary Board Meeting 16 October 2024.

5. ELECTION OF OFFICE BEARERS

The Board is required to elect a Chairperson and Deputy Chairperson on an annual basis in accordance with *WMRLC Local Law 3 – Meeting Procedures and Use of the Common Seal*, Part C, Election of Chairperson and Deputy Chairperson. The Chairperson and Deputy Chairperson are not to be members of the same Council. Two members of the Board, a Councillor Representative from each of the member Councils, are also to be elected to the Audit Committee.

5.1 ELECTION OF THE CHAIRPERSON

The CEO will call for nominations for the office of Chairperson for a 12-month term.

Recommendation:

That the Board elects a Councillor Representative as Chairperson for a 12-month term.

The elected Chairperson will now relieve the CEO.

5.2 ELECTION OF THE DEPUTY CHAIRPERSON

The Chairperson will call for nominations for the office of Deputy Chairperson for a 12-month term.

Recommendation:

That the Board elects a Councillor Representative as Deputy Chairperson for a 12-month term.

5.3 ELECTION OF THE AUDIT COMMITTEE MEMBERS

The Chairperson will call for nominations for one Councillor Representative from each member Council to the Audit Committee for a 12-month term.

Recommendation:

That the Board elects one Councillor Representative from each member Council to the Audit Committee for a 12-month term.

6. REPORTS

6.1 BOARD MEMBER CODE OF CONDUCT

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

The Board are required to adopt a Code of Conduct for Board Members in accordance with s76C of the Local Government Act 1989, noting that the impact of s330 of the Local Government Act 2020 is that those sections of the Local Government Act 1989 that were applicable to an existing regional library corporation, continue to apply to that library as if all of those sections had not been repealed until 2031.

The Code of Conduct for Board Members adopted by the Library Board on 16 December 2020 has been reviewed. New Health and Safety and Child Wellbeing and Safety clauses have been inserted.

Recommendation:

That:

- a. **in accordance with section 76C of the Local Government Act 1989 ('the Act') the Board Members Code of Conduct be adopted;**
- b. **following adoption each Board Member make a declaration before the Chief Executive Officer that they will abide by the Board Member Code of Conduct as required under section 76C(6A) of the Act; and**
- c. **in accordance with s76C(6) of the Act, the Board Member Code of Conduct be:**
 - i. **given to each member of the Board;**
 - ii. **available for inspection by the public at the Corporation's Administration office and any of the Corporation's branch libraries; and**
 - iii. **published on the Corporation's website.**

Discussion

For clarity it should be noted that the impact of s330 of the *Local Government Act 2020* is that those sections of the *Local Government Act 1989* that were applicable to an existing regional library corporation, continue to apply to that library as if all of those sections had not been repealed until 2031.

Section 76C of the Local Government Act 1989 (the Act) requires the adoption by the Board of a Code of Conduct for Board Members. The Corporation must comply with this section because it is made applicable to Regional Library Corporations by s196(7)(a) of the Act. This obligation presents an opportunity for the Board to demonstrate its

leadership in relation to provision of good governance. The code of conduct articulates agreed behaviours at the board level and provides role clarity for board members.

The special meeting provisions in s84 of the Act do not apply to library corporations, as specified in s196(7)(b). It is therefore proposed the adoption of a revised code be managed within the normal meeting processes of the Board, whilst acknowledging that this requirement reflects the significance of the Code of Conduct within the integrity framework within which the Corporation operates.

The Code of Conduct for Board Members adopted by the Library Board on 16 December 2020 has been reviewed. A small number of minor adjustments were required to wording without any change to the intent. New clauses 4.4.1 Health and Safety and 4.4.2 Child Wellbeing and Safety have been inserted to confirm board members responsibilities.

Strategy Link

The Board Member Code of Conduct supports the achievement of Library Plan 2021 - 2025 *Key Action 4.1.1 Ensure compliance with regulatory and legislated requirements*

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: Board Member Code of Conduct

6.2 AUDIT AND RISK COMMITTEE

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

The Audit and Risk Committee (ARC) is an independent committee, which provides guidance to the Board and Corporation's senior management in respect of financial reporting, management of risk, maintaining a reliable system of internal controls, compliance with regulation and operation of good governance. The Committee meets twice a year in April and August.

The ARC is comprised of two independent members and 2 councillors nominated by the Board. One independent member has reached the maximum term of their appointment. In accordance with the *Audit and Risk Committee Charter*, an expression of interest process will be conducted for the role. It is proposed that the selection panel be comprised of the councillors on the ARC, and the WML Chief Executive Officer and administered by the WML Finance Manager. The panel will bring a report to the Board in March 2025 with a recommendation for appointment.

Recommendation:

That the Board

- I. **Authorises the WML Chief Executive Officer to conduct a public expression of interest process for the role of independent member on the Audit and Risk Committee; and**
- II. **confirms the selection panel for the independent member; and**
- III. **receives a report with a recommendation to appoint at the March 2025 meeting of the Board.**

Discussion

The Audit and Risk Committee (ARC) is an independent committee, which provides guidance to the Board and Corporation's senior management in respect of financial reporting, management of risk, maintaining a reliable system of internal controls, compliance with regulation and operation of good governance. The Committee meets twice a year in April and August.

The ARC is comprised of two independent members and two councillors nominated by the Board. The Chief Executive Officer, Finance Manager and Manager ICT and Enterprise Risk, along with the Internal Auditor attend all meetings, except where the Committee chooses to meet in camera. The External Auditor (as appointed by the Victorian Auditor General) attends meetings where the draft annual financial report is considered.

The terms of appointment for independent members are in accordance with Clause 5 b) of the ARC Charter.

The appointment will be for a two-year period with a possible three by two-year extensions which will be approved by the Board. Independent members may apply to be reappointed after this period.

One independent member will reach the maximum term of their appointment in February 2025.

Financial Impacts

Remuneration is paid to each independent member of the Audit and Risk Committee based on a set fee per meeting. The current fee is \$750 per meeting. Annual increases to the set fee are limited to increases in the Consumer Price Index (CPI).

Strategy Link

The duties and responsibilities of the Audit and Risk Committee are pursuant to the Audit and Risk Committee Charter endorsed by the Library Board in May 2023.

The Audit and Risk Committee support 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

No attachments

6.3 VICTORIAN PUBLIC LIBRARIES BENCHMARKING 2023/24

Report prepared by: Tracey Olive, Manager Corporate Services

Executive Summary

Public Libraries Victoria (PLV) annual Statistical Survey compiles data on library inputs, usage and outputs from all 50 Victorian public library services. The Benchmarking Report for 2023-24 ranks library service data across 64 indicators.

Whitehorse Manningham Libraries (WML) continue to be one of Victoria’s best performing public library services. The Benchmarking Report for 2023-24 demonstrates WML continues to have the one of the highest performing collections in the state. The Report also demonstrates that WML operates with a high level of efficiency.

A key area in which improved performance has been sustained is digital collections, reflecting WML’s targeted investment in this collection area over the past few years. Continued investment is required to keep up with growing community demand for this format. Library membership measures show a positive upward trend with members representing 33% of the population, up from 27% in the previous year. The key improvement opportunity identified is in relation to program attendances where WML performs poorly relative to other services.

Recommendation:

That the Board notes the Victorian Public Libraries Benchmarking Report 2023/24.

Background

The Public Libraries Victoria (PLV) annual statistical survey compiles data on library inputs, usage and outputs from all 50 Victorian public library services. The Benchmarking Report for 2023-24 ranks library service data across a number of key performance areas and 64 indicators. The report shows comparative annual data for three years from 2021-22 to 2023-24.

All indicators are ranked out of 50 from the highest value to the lowest value, except for two cost indicators where the lowest value is ranked No. 1.

Use of public libraries was significantly affected by the COVID pandemic. The combination of library closures and restricted access meant that libraries were only open in 2021-22 for 59% of a full year. The COVID-related impacts on communities and libraries varied across the state and between LGAs.

Caution should be taken in interpreting the data contained in the Benchmarking Report. Differing local policies and other environmental influences can impact the operating context and comparisons between library services.

Discussion

The 2023/24 PLV Benchmarking Summary for Whitehorse Manningham Libraries, listing the indicators and ranking, is provided in Attachment 3.

WML's ranking is exceptionally high for the following indicators, reflecting the importance of library collections to our community:

- Highest number of loans of physical collection items in the state
- Highest number of loans of physical items per active member
- Second highest loans of physical items per capita
- Second highest loans of physical and digital collections per capita
- Second highest turnover rate of physical items (average number of times a collection item is borrowed in 12 months)
- Highest number of loans (physical items) per staff EFT
- Third highest hours of public computer use per '000 population

When compared to 2022/23, WML's performance in 2023/24 improved against the following indicators:

- Library memberships as a percentage of population increased from 27% to 33%
- Loans of physical items per capita increased from 7.2 to 8.2
- Loans and downloads per capita increased from 9.7 to 10.8
- Increase in digital items per capita from 0.17 to 0.2
- Hours of computer use per '000 population increased from 177 to 429

WML continues to be ranked in the mid-low range in respect to income and expenditure. Total library service funding per capita dropped from \$40.26 to \$40.18.

Improvement opportunities include increasing library visitation and program attendances. Continued attention on collection maintenance to remove aged stock is required to maintain the currency of the physical library collection.

Data on website visits can not be compared with the previous year due to a change in the way the data is counted.

Strategy Link

Library Plan 2021 -2025 Goal 4.6: Employ evidence-based practices to develop and review services.

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: 2023 – 2024 PLV Benchmarking - Whitehorse Manningham Summary

6.4 FY 24/25 Q1 FINANCIAL REPORT

Report prepared by: Julie Lawes, Finance Manager

Executive Summary

The Financial Report for FY 24/25 Quarter 1 (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. Manningham's second quarter contribution to the regional library was received in September. Expenditure variances in some areas are due to timing. Total YTD expenditure is aligned to budget. An operating deficit is forecast for the 2024/25 FY requiring a greater transfer from the cash reserve than budgeted.

Recommendation:

That the Board adopts the FY 24/25 Q1 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 4: FY 24/25 Q1 Financial Report

6.5 CEO REPORT

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

This report provides an overview of WML's performance for the first quarter of the 2024/25 FY, including work health and safety indicators. The report also provides YTD progress towards the CEO key performance areas.

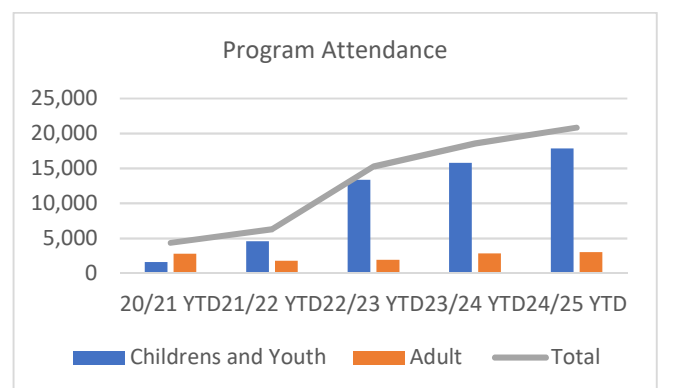
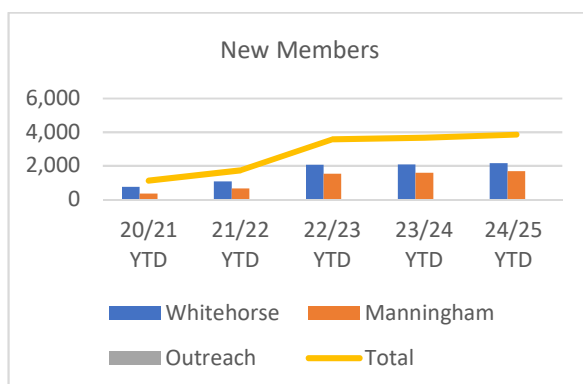
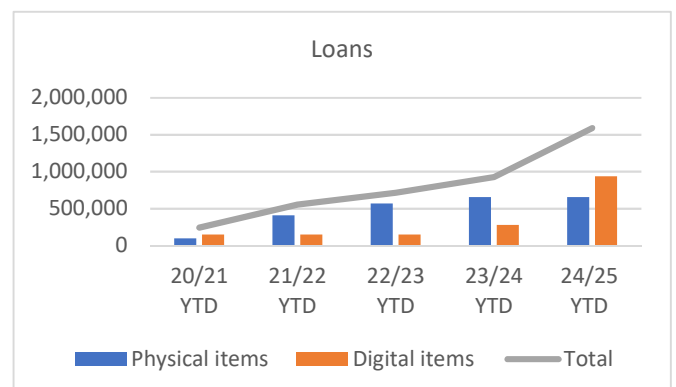
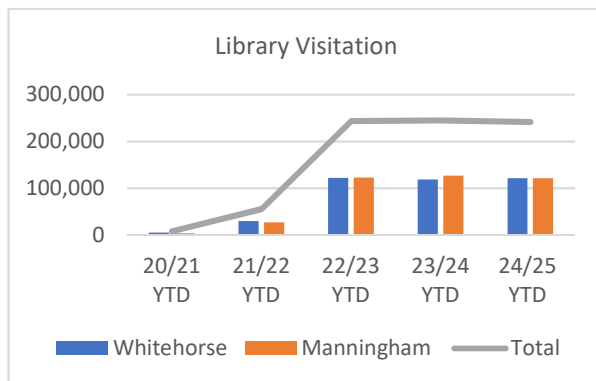
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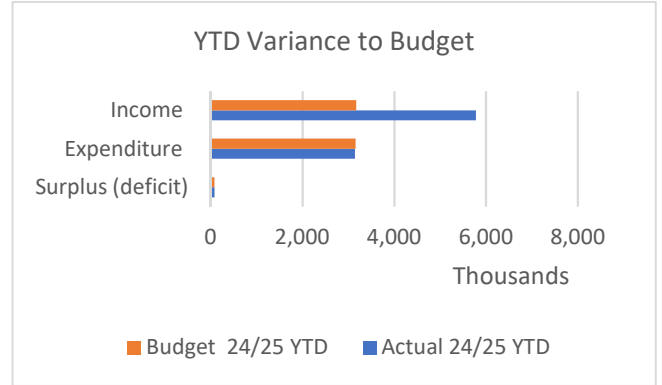
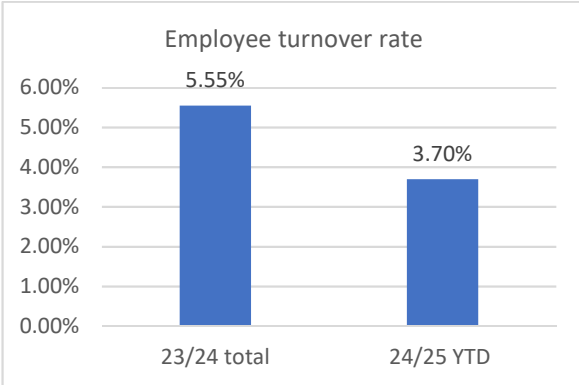
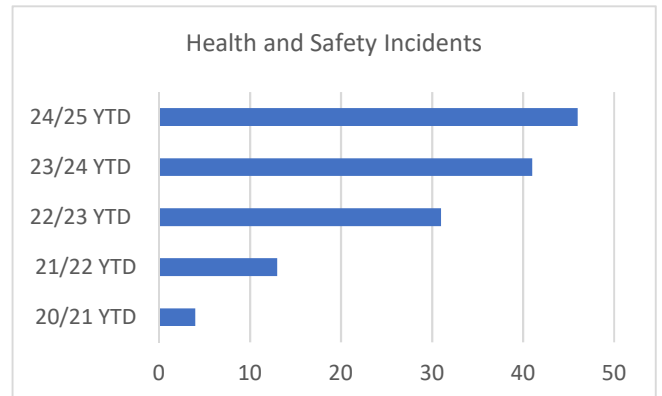
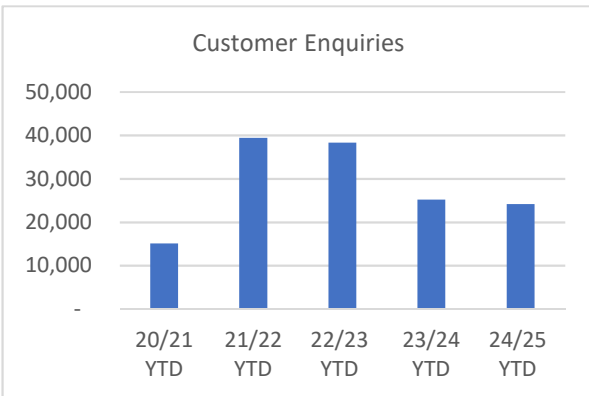
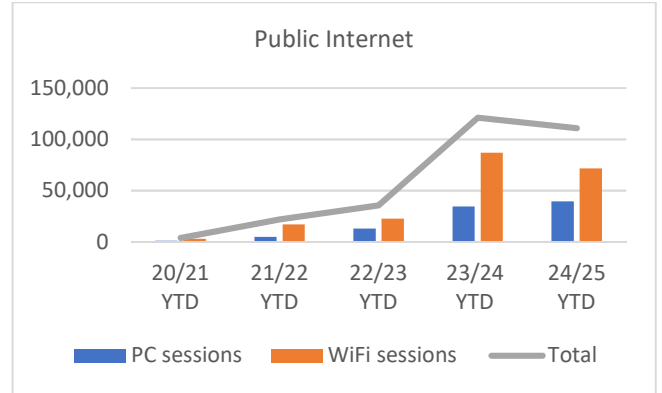
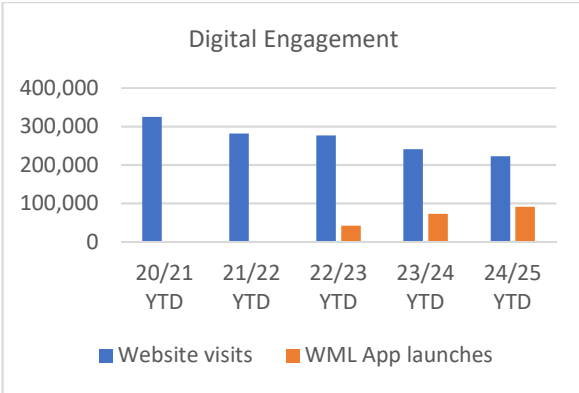
That the Board notes the CEO Q1 Report.

6.5.1 Q1 Key WML Performance Indicators

In the first quarter of the 2024/25 financial year YTD :

- Loans of digital items increased by 239% compared to the same period in 2023/24, this is due to a change in the way usage of digital newspapers and magazines is measured in order to align with PLV metrics
- New memberships increased by 5%
- Attendance at children's and youth programs increased by 13% and attendances at adult programs increased by 6%
- Use of the Library App increased by 24%
- Use of library computers increased by 15%. Wi-Fi decreased while system changes were being implemented





Income note: MCC Q2 payment received in September

Notes:

- a) Covid-19 pandemic impacted service restrictions from Jan 2020
- b) Some activity data impacted by Protected Industrial Action April 2023 – Sept 2023
- c) Box Hill Library closed for recarpeting in Dec 2022
- d) Activity includes Warrandyte and additional Manningham hours
- e) Wifi was impacted in 2024 by replacement work undertaken in Q1
- f) New metric in 24/25 for digital newspaper/magazine items
- g) Doncaster Library closed for 1 week in August 2024 for building works
- h) All libraries closed on 17 May 2024 for staff development

6.5.2 Q1 Health and Safety Incidents

There were a total of 46 health and safety incidents (hazards, injuries, near miss and incidents) reported in FY 24/25 Q1 (1 July – 30 Sept 2024) compared to 41 in the first quarter of FY 23/24.

Total Incident Reports	Incidents	Injuries	Near Miss	Workplace Hazards	Hazardous Work Practices
46	38	6	0	2	0

Of the 46 reported incidents in Q1, 20 related to inappropriate behaviour by library visitors which included intoxication, abusive and aggressive behaviour and/or breaches of the public internet conditions of use, noting that some reports relate to the repeated behaviour of three individuals.

Injuries (4) to patrons included:

- Nose bleeds
- Patrons falling or bumping heads

Injuries (2) to staff included:

- Muscular Skeletal from trips or falls
- Wrist injury

Workplace hazards included:

- Falling object
- Unlocked exterior door
- Workcover: 2 active claims

OHS Training in Q1:

- 1 employee attended 5 day HSR course
- 4 employees attended first aid training
- 7 employees attended fire warden refresher training

Other OH&S initiatives for Q1:

- Annual worksite audits completed at Nunawading Library, Technical Services and The Pines Library
- Initial consultation with external provider to plan for the introduction of psychosocial regulations.

6.5.3 CEO Key Performance Areas

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

Status	Completed	Progress on track	Delayed 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 @ Nov 2024
1.1 Workforce	1.1.1 New enterprise agreement. Negotiations commencing March 2024	Negotiations continue.
	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	Completed – report presented to Board on 21 Aug 2024
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 in progress.
	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 6.5.2
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 completed and outcome results reviewed. Staff workshop held to identify priority actions to respond to areas of concern. 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 2024, and training session September 2024. GIA training to be scheduled for early 2025. Other preparative actions being undertaken.

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 @ Nov 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 5 & 6 Library memberships as a percentage of population increased to 33%, compared to 27% at July 2023
	2.1.2 Customer feedback is reviewed to identify areas for service improvement and increase customer satisfaction indicators.	64 Customer Feedback submissions responded to in Q1. Positive feedback related to staff, collections, programs and Warrandyte Library. Negative feedback related to noise, opening hours and 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.	Monthly budget variance reports and other updates distributed Orientation pack prepared for new board member inductions.
	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 Welcome by Chair at staff development day. Whitehorse Community Representative attended the Whitehorse Community Dinner Invitation to Friends of the Library end of year event
	2.2.3 Engagement with Council strategic planning and projects, including Council Plan development.	Presentation by member councils on their council plan development delivered at WML staff development day

		<p>Participation in Whitehorse Community Infrastructure Plan stakeholder consultation</p> <p>Whitehorse Library Service Review consultation</p> <p>Engagement with Manningham on Bulleen Library improvements</p> <p>Participation in Council stakeholder consultation for the Municipal Health and Wellbeing Plan</p>
2.3 Industry engagement	2.3.1 Engagement with broader library and local government industry through networks and forums.	<p>Active engagements included:</p> <ul style="list-style-type: none"> Department of Health Local Government Victoria Public Libraries Victoria – Executive Committee and SIGs Library Board of Victoria – Advisory Committee on Public Libraries State Library Victoria working groups Local Government networks
<p>KPA 3: GOVERNANCE Ensure good governance practices to fulfil legislative obligations, improve decision making and promote Board, Council and community confidence in WML.</p>		
Focus Area	Measure and Target	Status @ Nov 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.	On hold
	3.1.3 Contribute to planning for regional library corporation transition as per requirements of the Local Government Act 2020	<p>Information to support decision making provided to member councils.</p> <p><i>Review of Local Law: meeting Procedures in progress</i></p>

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 completed and draft Code of Conduct presented at December 2024 Board meeting.
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 <i>Aged Care Reforms Information Hub</i> at Box Hill Library <i>Financial Wellbeing for Women</i> session sponsored by Yarra Valley Water
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 2024 Internal Audit of Risk Management Framework commenced Nov 2024
KPA 4: DELIVERY & PERFORMANCE		
Deliver continuous improvement of customer experience and community outcomes		
Focus Area	Measure and Target	Status @ Nov 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.	23/24 FY PLV metrics and LGPRF data submitted. PLV 23/24 summary refer to item 6.3

	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)	<p>Review of polices included ICT Security, Fleet and Vehicle Safety, Flexible Work Arrangement process</p> <p>Reported to ARC August 2024</p>
4.2 Service	4.2.1 Explore opportunities to extend the reach of library services, with a focus on identified under serviced areas.	<p><i>BooBook</i> consortium with WML, Your Library and Yarra Plenty Library launched October 2024 providing library members with access to the shared eBook and eAudio book collections of all 3 library services.</p> <p>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>).</p> <p>Accessibility Audits conducted at all libraries</p> <p>Self Service Library Locker business case developed</p> <p>Visits to other library services undertaken to explore service models including outreach van, library lounge, makerspace.</p>
	4.2.2 Delivery of Library Plan actions with progress reported in the Annual Report October 2024	2024 Annual Report adopted by Board 16 October 2024.
4.3 Continuous improvement	4.3.1 Implementation of ICT 2021-2025 strategy actions. Progress report March 2025	<p>48% of actions completed 4% cancelled due to change of direction 25% in progress 17% not started</p>
	4.3.2 Deliver service performance review plan actions to identify efficiencies and improve service outcomes. Quarterly progress reports to Board.	Q1 Service performance Report Card (refer Attachment 6)

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: Q1 Individual Library Activity Trends

Attachment 6: Q1 Service Performance Review Report Card

7. CONFIDENTIAL REPORTS

Recommendation

That the Board resolves to go into camera and close the meeting to the public due to reports containing matters that relate to personnel.

8. NEXT MEETING

Proposed date & time		Key Agenda Items
4pm Wednesday 12 Feb 2025	Briefing	Pre-Budget 24/25 discussion
TBA February 2025	CEO Performance Review Sub-Committee	CEO Annual Performance Review
4pm Wednesday 12 March 2025	Ordinary meeting	Draft Budget 25/26 CEO Performance Review
4pm Wednesday 9 April 2025	Consultation	Library Plan 2025 - 2029
4pm Wednesday 21 May 2025	Ordinary meeting	Budget 25/26 FY Draft Library Plan 2025 - 2029
4pm Wednesday 20 August 2025	Ordinary meeting	Financial Statements 24/25 Library Plan 2025 - 2029
4pm Wednesday 15 October 2025	Extra Ordinary meeting	Adoption of Annual Report

9. CLOSURE

ATTACHMENT 1

Meeting of the Board of Whitehorse Manningham Regional Library Corporation

Minutes of Meeting No. 163

On Wednesday 16 October 2024 at 4.00pm

PRESENT: Board Members

Cr Michelle Kleinert OAM (Manningham Council)
Cr Trudy Skilbeck (Whitehorse Council)
Cr Andrew Davenport (Deputy Mayor, Whitehorse Council)
Lisa Letic (Whitehorse Council)
Lee Robson (Manningham Council)
Dionne Dearman (Manningham Community Representative)

In Attendance:

Sally Both (Chief Executive Officer)
Katie Norton (Manager Collections and Information Services)
Julie Lawes (Manager Finance)
Stuart Penrose (Manager ICT and Enterprise Risk)
Debbie Cin (Acting Manager Library Operations)
Saskia Morris (Technology Learning Experience Officer)

1. Welcome and Apologies

Apologies were received from:

- Cr Andrew Conlon (Manningham Council)
- Nicola Nye (Whitehorse Community Representative)
- Jonathan Gosden (Acting Manager Corporate Services)

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

No disclosures of interests or conflicts of interest.

4. Minutes of Previous Meeting

Motion:

That the Board adopts the minutes of the ordinary meeting held on 21 August 2024.

Moved: Cr Skilbeck

Seconded: Dionne Dearman

Carried

5. Reports

5.1 Annual Report 2023 -2024

Motion:

That the Board adopts the Annual Report 2023 – 2024 as contained in Attachment 2.

Moved: Dionne Dearman

Seconded: Cr Skilbeck

Carried

6 Confidential Reports

No reports

7 Next Meeting

Date & time		Key Agenda Items
4pm Wednesday 11 December 2024	Ordinary meeting	Election to positions Code of Conduct

8 Meeting closed at 4.12pm

Signed as a true and correct record

Chairperson 11 / 12 / 2024

ATTACHMENT 2 BOARD MEMBER CODE OF CONDUCT

Attachment published separately

ATTACHMENT 3 2023/24 PLV BENCHMARKING - WHITEHORSE MANNINGHAM SUMMARY

2023-24 Library Service
Benchmarking Summary



Whitehorse Manningham Libraries

(from PLV's Annual Survey of Victorian Public Libraries, 2021-22 to 2023-24)

Note: In theory, ranking of volume-based measures should be broadly consistent with a library service's ranking in terms of total population. Significant variation may be point to relative strengths or weaknesses.

Indicator	Whitehorse Manningham 2023-24	Ranking		
		23-24 of 50	22-23 of 50	21-22 of 50
Service setting				
Population	308,153	6	6	5
Area serviced (sq. km)	178	32	32	32
Static branches (mobiles)	8	8	8	9
Service provision				
Opening hours per week	466	6	7	8
Staffed opening hours per week	395	6	6	7
Average staffed opening hours per branch	49	21	20	20
Collection items per capita	1.4	33	31	32
Physical items per capita	1.2	28	28	29
Digital items per capita	0.2	34	32	36
Devices per '000 population	0.29	42	42	41
Staff EFT per '000 population #	0.26	36	35	41
Volume measures (number of/total)				
Total loans of physical items	2,511,896	1	3	2
Items for loan in a Library of Things	269	2		
Total number of loans and downloads	3,314,075	2	2	2
Total downloads of digital items	802,179	2	2	4
Total number of collection items	423,860	3	3	3
Collections expenditure \$M	\$2.17	3	4	3
Website visits	896,875	4	1	1
Launches of library app	292,245	4	12	15
Total number of physical items	357,517	4	3	3
Total active members (2023-24)	58,166	5		
Active borrowers (2023-24)	40,933	5	5	7

Indicator	Whitehorse Manningham 2023-24	Ranking		
		23-24 of 50	22-23 of 50	21-22 of 50
Total library visits (branch/mobile)	932,557	5	4	4
Total number of digital items	66,343	5	6	5
Total staff FTE	79.3	5	5	7
Hours of Early Years programming per week	23	6	6	3
Total income \$M	\$12.38	6	5	6
Income from Council \$M	\$9.93	6	6	6
Staff expenditure \$M	\$8.34	6	6	7
Total members (3 years)	83,591	7	4	5
Number of program attendees	67,677	8	9	8
Children /adults at EY programs per week	905	8	13	13
Total number of staff	127	8		
Number of public access devices	89	11	11	11
Website visitors	204,822	15	3	2
Use (per capita)				
Members as % of population	27%	25	15	16
Active members as % of population	19%	11		
Active borrowers as % of population	13%	21	21	25
Library visits per capita	3.0	29	20	31
Website visits per capita	2.9	7	1	1
Website visitors per capita	0.7	23	1	1
Loans and downloads per capita	10.8	2	3	2
Loans (physical items) per capita	8.2	2	2	2
Downloads (digital items) per capita	2.6	5	3	5
Program attendees per capita	0.22	39	35	37
Hours of tech. use per '000 population	1,529	8	13	9
Hours of computer use per '000 population	429	3	16	33
Wifi hours per '000 population	1,100	11	12	8
GB downloads per '000 population	587	5	5	5
Efficiency / Productivity				
Turnover rate (physical items)	7.3	2	7	4
Turnover rate (digital items)	12.1	4	3	4
Loans (physical items) per active borrower	81	1	3	3
Loans (physical items) per staff EFT	31,664	1	2	1
Library visits per staff EFT	11,755	23	7	16
Library visits per staffed opening hour	47	12	9	10
Quality				
% of physical items purchased in last 5 years	64%	18	17	12
Customer satisfaction rating (out of 10)	9.00	6	36	36
Financials				
Library service funding per capita *	\$40.18	22	25	20
Income from Council per capita	\$32.22	26	22	26
Council income as % of total income	80%	25	21	15

Indicator	Whitehorse Manningham 2023-24	Ranking		
		23-24 of 50	22-23 of 50	21-22 of 50
Income from State Govt per capita	\$6.66	40	41	38
User fees and charges per capita	\$0.36	32	24	34
Collections expenditure per capita	\$7.03	20	23	20
Staff expenditure per capita #	\$27.07	31	33	29

* All indicators are ranked from the highest value to the lowest value, except (for consistency with the LGPRF) for two cost indicators where the lowest value is ranked No. 1 (marked *).

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

**QUARTERLY FINANCIAL BOARD REPORT
QUARTER ENDING: 30 September 2024**

1. Overview

The Board adopted its Budget at its meeting on 22 May 2024.

This quarterly financial status report covers the period commencing on 1 July 2024 and ending on September 30 2024 representing the first quarter of the 2024/2025 Financial Year.

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

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

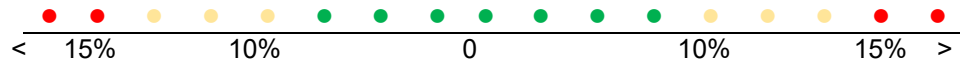
Note: Depreciation.

The Corporation's assets include Library Collections, IT Equipment, Furniture and Equipment and Motor Vehicles. The monetary value of these assets decreases 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.

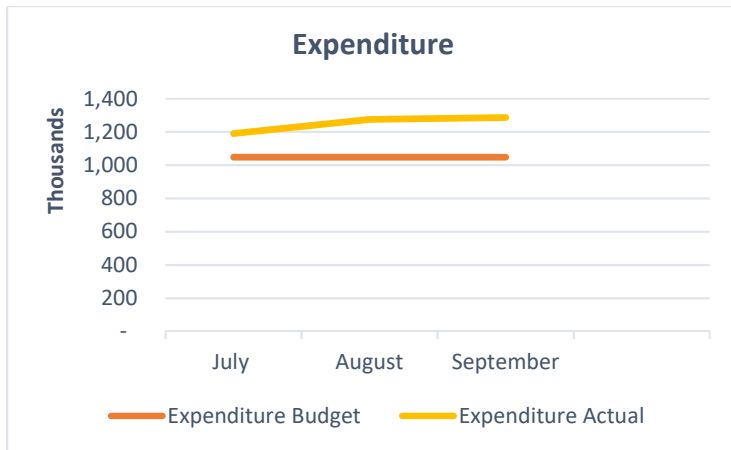
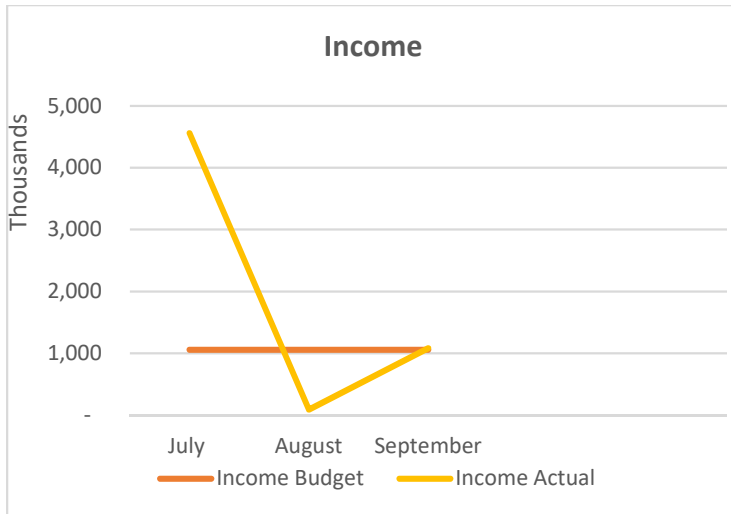
2. Cash Budget

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 September 2024	2024-2025 Budget \$	Forecast Actual \$	Forecast Variance \$	YTD Budget \$	YTD Actual \$	YTD Variance		
						\$	%	
INCOME								
Council Contributions	9,991,482	9,991,482	0	2,497,871	3,494,906	997,035	40%	•
State Government funding	1,961,879	1,914,028	(47,851)	490,470	1,914,028	1,423,558	290%	•
User Fees & Charges	124,140	101,399	(22,741)	31,035	26,100	(4,935)	-16%	•
Interest	120,000	146,158	26,158	30,000	36,540	6,540	22%	•
Other Grants	139,451	202,262	62,811	34,863	106,532	71,669	206%	•
Transfer from Cash Reserve	158,515	158,515	0	0	0	0	0	•
Surplus(Deficit) c/fwd	86,296	84,667	(1,629)	86,296	84,667	(1,629)	0	•
Surplus(Deficit) c/fwd - Capital	0	119,727	119,727	0	119,727	119,727	0	
Total Income	12,581,763	12,718,238	136,475	3,170,534	5,782,499	2,611,965	82%	
EXPENDITURE								
Employee Benefits	8,534,834	8,639,227	(104,393)	2,133,709	2,183,557	(49,848)	(2)%	•
Operating Expenses	813,544	811,001	2,543	203,386	195,625	7,761	4%	•
Utilities	233,816	194,672	39,144	58,454	48,668	9,786	17%	•
ICT & Information Services	439,364	431,664	7,700	109,841	115,416	(5,575)	(5)%	•
Collection Resources	295,890	310,735	(14,845)	73,973	99,258	(25,285)	(34)%	•
Finance Costs	45,000	44,330	670	11,250	3,083	8,167	73%	•
Capital Expenditure	2,079,865	2,199,592	(119,727)	519,966	510,413	9,553	2%	•
Grant Expenditure	139,451	202,262	(62,811)	34,863	5,980	28,883	83%	•
Total Expenditure	12,581,763	12,833,484	(251,721)	3,145,441	3,162,000	(16,559)	(1)%	•
	0	(115,246)	(115,246)	25,093	2,620,499	2,628,524	0	



Commentary

(i) Income

- **State Government Public Libraries Funding** –annual funding received in full. The Corporation received the same funding amount as last year resulting in a deficit of \$47,851.
 - Manningham Council second quarter payment received in September.
 - **Interest Income** - while interest rates are maintained, income is forecast to be \$10,000 above budgeted for the year.
- Income from User fees and charges** - continues to decline.

(ii) Expenses

- **Operating Expenditure** - All variances due to timing and/or within the 10% variance threshold with exception of Utilities and Collection Resources. YTD Salaries are unfavorable to budget due to higher levels of leave and increase to Workcover in 24/25.
- **Capital Expenditure** - \$119,727 was carried over from 23/24 to finalise projects.
- **Grants** - \$59,731 has been carried over to finalise projects.

(iii) Projected Total Income and Expenditure for the 24/25 FY - Variance within the 10% threshold

Note: Income and expenditure for Warrandyte Library and Doncaster additional hours project are not included in the above table.

2. Income Statement

Income Statement to 30 Sept 2024	2024/2025 Budget	2024/2024 Actual	Actual Variance	YTD Budget	YTD Actual	Variance
	\$	\$	\$	\$	\$	\$
INCOME						
Council Contributions	9,991,482	9,991,482	0	2,497,871	3,494,906	997,035
Manningham Special projects	0	461,859	461,859	0	151,713	151,713
State Government Funding	1,961,879	1,914,028	(47,851)	490,470	1,914,028	1,423,558
User Fees & Charges	124,140	101,399	(22,741)	30,539	26,100	(4,439)
Interest	120,000	146,158	26,158	30,000	36,540	6,540
Other Grants	139,451	142,531	3,080	34,863	106,532	71,669
Transfer from Cash Reserve	158,515	158,515	0	0	0	0
Surplus (Deficit) c/fwd	86,296	84,667	(1,629)	86,296	84,667	(1,629)
Capital Surplus C/fwd	0	119,727	119,727	0	119,727	119,727
TOTAL INCOME	12,581,763	13,120,366	538,603	3,170,038	5,934,212	2,764,174
EXPENSES						
Employee Benefits	8,534,834	8,639,227	(104,393)	2,133,709	2,183,557	(49,848)
Operating Expenses ICT & Information Services	1,047,360	1,005,674	41,686	261,840	244,293	17,547
Collection Resources	439,364	431,664	7,700	109,841	115,416	(5,575)
Finance Costs	295,890	310,735	(14,845)	73,973	99,258	(25,285)
Grant Expenditure	45,000	44,330	670	11,250	3,083	8,167
Warrandyte Library	0	298,387	(298,387)	0	62,815	(62,815)
Doncaster/Pines additional hours	0	163,472	(163,472)	0	41,528	(41,528)
Depreciation	139,451	142,531	(3,080)	34,863	6,154	28,709
Net loss on disposal	1,401,447	1,617,816	(216,369)	350,362	404,454	(54,092)
	483,183	483,183	0	120,796	0	120,796
TOTAL EXPENSES	12,386,529	13,137,019	(750,490)	3,096,632	3,160,557	(63,925)
Surplus(Deficit)	195,234	(16,653)	(211,887)	73,406	2,773,655	2,828,099

3. Balance Sheet

Balance Sheet as at 30 Sep 2024	2024/2025 30 Sept 2024	2023/2024 30 Jun 2024
	\$	\$
Assets		
Current Assets		
Cash and Cash Equivalents	3,945,524	1,426,586
Money Market Restricted LSL	1,416,930	1,416,930
Receivables	113,720	125,574
Prepayments	453,154	75,600
Accrued Income	43,369	26,981
Total Current Assets	5,972,697	3,071,671
Non-Current Assets		
Resources and Equipment	8,534,124	8,363,088
Total Non-Current Assets	8,534,124	8,363,088
<i>Total Assets</i>	14,506,821	11,434,759
Liabilities		
Current Liabilities		
Payables	1,014,356	494,590
Provisions	1,839,803	1,800,566
Total Current Liabilities	2,854,159	2,295,156
Non-Current liabilities		
Provisions	148,007	148,007
Total Non-Current Liabilities	148,007	148,007
<i>Total Liabilities</i>	3,002,166	2,443,163
Net Assets	11,504,655	8,991,596
Equity		
Members Contribution	3,922,043	3,922,043
Accumulated Surplus (Deficit)	5,069,553	5,069,553
Surplus/Deficit This Year	2,513,059	-
Total Equity	11,504,655	8,991,596

Commentary

Cash and Investments totalled \$5.3 million at end of September. This includes a restricted investment for the LSL reserve.

Resources and Equipment - Collection Resources and IT Equipment assets have been updated

Payables include payment owing for BAS and Super Guarantee Payments.

Revenue Received in Advance – Manningham Council paid their 2nd Quarter contributions in September.

4. Cash Flow Statement

Cash Flow as at 30 Sep 2024	2024/2025 30 Sept 2024 \$	2023/2024 30 Jun 2024 \$
<i>Cash flows from operating activities</i>		
Council Contributions	3,646,618	10,211,601
Government Grants	1,914,028	1,914,028
Interest Income	36,540	193,475
Other Income	106,532	168,240
Other Grants	9,712	177,962
Payments to Employees / Suppliers	(2,619,002)	(11,435,888)
Net cash provided by operating activities	3,094,428	1,229,418
<i>Cash flows from Investing Activities</i>		
Payments for Resources, IT & Equipment	(575,489)	(2,101,814)
Proceeds from sale of Equipment	0	5,059
Net cash provided by investing activities	(575,489)	(2,096,755)
Net increase (decrease) in cash held	2,518,936	(870,339)
Cash at the beginning of the year	2,843,518	3,713,857
Cash at the end of the year	5,362,454	2,843,518
Reconciliation of Operating Result and Net Cash Flows from Operating Activities		
For the period ending 30 Sep 2024		
<i>Net surplus (deficit) from operations</i>	2,513,059	11,138
Depreciation	404,454	1,186,719
(Profit) Loss on Disposal of Fixed Assets	0	658,953
Net movement in current assets & liabilities	176,915	(627,392)
Net cash inflow (outflow) from operating activities	3,094,428	1,229,418
<i>Cash Resourcing</i>		
Cash Assets	5,362,454	2,843,518

Commentary

Cash flow in line with income statement variances.

The 2024/2025 Budget is based on a 'break even' cash position (i.e. total cash outlay will equal total cash inflow).

ATTACHMENT 5 Q1 2024/25 YTD Library Activity Trends

Performance Overview	July – September 2024	Trend compared to same period last year
Total Branch Visits	241,700	↓
New Members	3,855	↑
Adult Program Attendance	2,996	↑
Children and Youth Program Attendance	17,838	↑
Customer Enquiries	24,187	↓
Total Loans	1,590,355	↑
Home Library Service Loans	14,042	↓
Public Computer and Wi-Fi Sessions	110,907	↓
Catalogue Searches	108,357	↓
App Launches	90,889	↑

Loans

	July – September 2023	July – September 2024	Change	% Change
Blackburn	18,028	17,282	-746	-4.13%
Box Hill	58,911	57,457	-1,454	-2.46%
Nunawading	84,228	84,927	+699	+0.82%
Vermont South	52,854	47,779	-5,075	-9.60%
Bulleen	21,870	20,638	-1,232	-5.63%
Doncaster	76,994	72,654	-4,340	-5.63%
The Pines	49,614	52,172	+2,558	+5.15%
Warrandyte	5,747	6,905	+1,158	+20.14%
Virtual Loans - Renewals	284,618	294,892	+10,274	+3.60%
Virtual Loans -e-resources	276,337	935,649	+659,312	+238.58%
TOTAL	929,201	1,590,355	+661,154	+71.15%
Loans to Home Library Service Members	14,426	14,042	-384	-2.66%

Branch Library Visits

	July – September 2023	July – September 2024	Change	% Change
Blackburn	10,730	10,780	+50	+0.46%
Box Hill	43,065	40,338	-2,727	-6.33%
Nunawading	38,508	44,129	+5,621	+14.59%
Vermont South	26,121	25,646	-475	-1.81%
Bulleen	15,294	16,313	+1,019	+6.66%
Doncaster	72,667	62,624	-10,043	-13.82%
The Pines	31,133	33,908	+2,775	+8.91%
Warrandyte	7,158	7,962	+804	+11.23%
TOTAL	244,676	241,700	-2,976	-1.21%

Notes:

Doncaster closed for 1 week in August 2024 for building works.

All branches closed on 17 July 2024 for staff training day

Customer Enquiries responded to by library staff

	July – September 2023	July – September 2024	Change	% Change
Blackburn	910	494	-416	-45.71%
Box Hill	1,573	2,912	+1,339	+85.12%
Nunawading	6,058	3,913	-2,145	-35.40%
Vermont South	3,575	2,600	-975	-27.27%
Bulleen	2,288	2,899	+611	+26.70%
Doncaster	5,824	4,901	-923	-15.84%
The Pines	2,743	4,277	+1,534	+55.92%
Warrandyte	1,014	1,105	+91	+8.97%
Via Web	143	79	-64	-44.75%
Suggested Purchases - via website	1,075	1,007	-68	-6.32%
TOTAL	25,203	24,187	-1,016	-4.03%

Note: Change in web query metrics implemented Nov 2023

Children & Youth Program Attendances

	July – September 2023	July – September 2024	Change	% Change
Blackburn	661	777	+116	+17.54%
Box Hill	1,553	2,439	+886	+57.05%
Nunawading	2,388	3,076	+688	+28.81%
Vermont South	2,202	1,755	-447	-20.29%
Bulleen	1,541	1,622	+81	+5.25%
Doncaster	3,316	2,566	-750	-22.61%
The Pines	1,836	1,796	-40	-2.17%
Warrandyte	555	1,959	+1,404	+252.97%
Online	69	52	-17	-24.63%
Offsite	1,650	1,796	+146	+8.84%
TOTAL	15,771	17,838	+2,067	+13.10%

Adult Program Attendances

	July – September 2023	July – September 2024	Change	% Change
Blackburn	102	124	+22	+21.56%
Box Hill	191	351	+160	+83.76%
Nunawading	294	292	-2	-0.68%
Vermont South	432	539	+107	+24.76%
Bulleen	195	213	+18	+9.23%
Doncaster	662	609	-53	-8%
The Pines	193	155	-38	-19.68%
Warrandyte	223	215	-8	-3.58%
Online	142	56	-86	-60.56%
Offsite	386	442	+56	+14.50%
TOTAL	2,820	2,996	+176	+6.24%

Website & Catalogue Activity

	July – September 2023	July – September 2024	Change	% Change
Library Website visits	240,850	222,729	-18,121	-7.52%
Catalogue Searches	1,198,727	108,357	-1,090,370	-90.96%
WML App Launches	73,069	90,889	+17,820	+24.38%
Virtual Loans (Internet Renewals)	284,618	294,892	+10,274	+3.60%
Virtual Loans (Database usage)	276,337	935,649	+659,312	+238.58%
TOTAL	2,073,601	1,652,516	-421,085	-20.30%

Notes:

Catalogue searches are now counting unique visitors, not pageviews.

Virtual loans include a changed metric for the PressReader subscription, which now counts number of articles opened, instead of number of magazine issues opened.

Public Computer and Internet Use

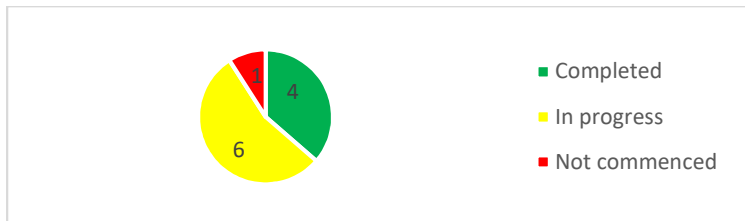
	July – September 2023	July – September 2024	Change	% Change
Blackburn	1,299	1,178	-121	-9.31%
Box Hill	10,744	11,895	+1,151	+10.71%
Nunawading	5,358	8,253	+2,895	+54.03%
Vermont South	2,466	2,696	+230	+9.32%
Bulleen	2,633	1,980	-653	-24.80%
Doncaster	8,822	9487	665	+7.53%
The Pines	2,788	3247	+459	+16.46%
Warrandyte	296	697	+401	+135.47%
Nintendo Wii sessions	59	27	-32	-54.23%
WiFi sessions	86,699	71,447	-15,252	-17.59%
TOTAL	121,164	110,907	-10,257	-8.46%




Note: Wifi infrastructure replacement undertaken in Q1 2024/25 impacted usage



New Members

	July – September 2023	July – September 2024	Change	% Change
Blackburn	385	440	+55	+14.28%
Box Hill	817	793	-24	-2.93%
Nunawading	524	591	+67	+12.78%
Vermont South	345	338	-7	-2.02%
Bulleen	222	188	-34	-15.31%
Doncaster	814	960	+146	+17.93%
The Pines	409	347	-62	-15.15%
Warrandyte	145	180	+35	+24.13%
Home Library	14	18	+4	+28.57%
TOTAL	3,675	3,855	+180	+4.89%

ATTACHMENT 6 Q1 2024/25 SERVICE PERFORMANCE REVIEW



	Headline	Q1 Key Performance Indicators at a glance	Q1 Key Story Highlights
	COMMUNITY PARTICIPATION AND ENGAGEMENT	+5% new memberships compared to Q1 23/24 ↑ +13% increase in children’s & youth program attendances compared to Q1 23/24 ↑ +6% increase in adult program attendances compared to Q1 23/24 ↑	9am opening at Doncaster Library on weekdays commenced 9 Sept 2024 Customer feedback this quarter included 44 compliments (staff / programs/ collections, Warrandyte Library), 10 complaints (opening hours / Noise / Parking) and 10 service suggestions (water fountain / bag lockers).
	MARKETING AND COMMUNICATIONS	+1% e-news subscriptions ↑ +2% increase in open rate of e-news in Q1 compared to previous quarter ↑ 4,619 facebook followers → 1,400 instagram followers →	eNewsletter open rate was 45% 210 new subscribers to e-Newsletter
	LIBRARY COLLECTIONS AND RESOURCES	-2% loans of physical items compared to Q1 23/24 ↓ +24% use of Library App compared to Q1 23/24 ↑ +15% increase in library computer use compared to Q1 23/24 ↑	Strategy Board Games added to Library of Things for loan, targeted at young adults to encourage social connection and critical thinking. Portable induction cook tops introduced and number of thermal imaging cameras increased in the Library of Things, loan period for Home Energy Kits reduced in response to high community demand.

	Headline	Q1 Key Performance Indicators at a glance	Q1 Key Story Highlights
	MANAGEMENT AND ADMINISTRATION	<p>95% satisfaction rating for IT helpdesk customer service ↑</p> <p>3.7% staff turnover rate in Q1 compared to 0.93% in Q1 FY 23/24 ↑</p> <p>1,007 customer Suggested Purchases Q1 ↑</p>	<p>Feedback mechanism implemented for the IT helpdesk to enable users to provide real-time feedback on the service they received. This feedback loop has contributed to continuous improvement and a significant increase in user satisfaction scores.</p> <p>Customer Suggested Purchase parameters reviewed to efficiently manage the increased number and type of collection items requested within budget constraints and changes in publishing.</p>
	REPORTING AND GOVERNANCE	<p>2 x Policies reviewed</p> <p>1 x Audit & Risk Committee meeting</p>	<p>Board Member Code of Conduct reviewed</p> <p>Fleet and Vehicle Safety Policy reviewed</p> <p>2024 Financial Statements endorsed by Board 21 Aug 2024</p> <p>Option for 2 factor authentication introduced for library membership accounts to enhance security</p>