

Whitehorse Manningham Regional Library Corporation

AGENDA

Ordinary Meeting of the Board

Wednesday 19 March 2025

Notice of meeting

Notice is hereby given that an Ordinary meeting of the Whitehorse Manningham Regional Library Board will take place on **Wednesday 19 March 2025 at 4.00pm in Meeting Room 2, 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)

Alison Low (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)

Pat Wickramage (Manager Technology and 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 11 December 2024.

Attachments

Attachment 1 – Minutes of the Ordinary Board Meeting 11 December 2024.

5. REPORTS

5.1 MANNINGHAM COMMUNITY REPRESENTATIVE APPOINTMENT

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

Following a public Expression of Interest process, Alison Low has been appointed as Manningham Community Representative on the Library Board for an initial two year term ending 10 March 2027, with a possible further two year extension.

Recommendation:

That the Board:

- a. **Notes the appointment of Alison Low to the role of Community Representative for Manningham on the Board of the Whitehorse Manningham Regional Library Corporation for an initial 2 - year term ending 10 March 2027, with a possible further two-year extension, and**
 - b. **Notes the resignation of Dionne Dearman as Community Representative for Manningham effective 5 January 2025, and acknowledges her contribution over the past three years.**
-

Discussion

The Community Representative on the Library Board contributes valuable library user insight to Board discussions. Following the resignation of Dionne Dearman from the role as Manningham Community Representative, an Expression of Interest process was conducted.

Alison Low has been appointed as Community Representative for Manningham for an initial 2-year term ending 10 March 2027, with a possible further two year extension. Alison has been a regular user of Whitehorse Manningham Libraries for 20 years. Her experience using a wide spectrum of services offered by the library has provided Alison with an appreciation of the library's benefit to the community. In addition, Alison brings to the Board professional skills in the areas of risk and governance.

Regulatory Impacts

Membership of the Library Board is governed by Clause 3 of the *Whitehorse Manningham Regional Library Agreement*. The Board has a total of 8 members. Each Council is represented on the Board by two councillors, one council officer and one community member.

The appointment of the Whitehorse Community Representative has been completed in accordance with the *Guidelines for appointment of Community Representatives to the Board 2022*.

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

5.2 DRAFT BUDGET FY 2025/26

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

Executive Summary

This report seeks the Board's in principle endorsement of the Draft 2025/26 Budget and Strategic Resource Plan, and authorisation for the Chief Executive Officer to give public notice of the Draft Budget in accordance with the Local Government Regulations.

The Draft 2025/26 Budget seeks to maintain the current service delivery levels for library services that support the learning, recreation and social connection needs of our community.

WMRLC continues to operate within a challenging economic environment. Annual Council contributions are aligned to rate cap increases, State Government Public Library Funding has not increased since 2022/23, and Operating Income from User Charges continues to decline. WMRLC has successfully implemented efficiencies to control costs in recent years. Many non-discretionary operating costs have significantly escalated above and beyond CPI and rate cap increases.

The compounding impact of funding constraints coupled with cost increases results in a forecast income shortfall. The Draft 2025/26 Budget forecasts a transfer from reserves of \$380,718 will required to bridge the shortfall.

Recommendation:

That the Board:

- a) **Endorse the Draft 2025/26 Budget and Strategic Resource Plan contained in Attachment 2 for the purposes of Section 127 (1) of the Local Government Act 1989 (The Act);**
 - b) **Authorises the Chief Executive Officer to:**
 - (i) **give public notice of the preparation of the Draft Budget 2025/26 in accordance with Section 129 (1) of The Act; and**
 - (ii) **make available for public inspection the Draft Budget 2025/26 in accordance with the Local Government (Planning and Reporting) Regulations 2014; and**
 - (c) **Considers submissions received on any proposal contained in the Draft Budget 2025/26 at its ordinary meeting on 21 May 2025.**
-

Background

WMRLC continues to operate within a challenging economic environment.

- Member Council contributions represent over 80% of our revenue, annual increases continue to be aligned with the council rate cap percentage.
- State Government Public Library funding represents 15% of WMRLC's annual revenue, there has been no increase to this funding since 2022/23.
- Operating revenue generated from user charges continues to contract as service trends change.
- The average annual increase in WMRLC's revenue between 2021/22 and 2024/25 (projected) was 2.6%.
- Expenditure in all areas has been reviewed to identify opportunities to contain costs. Savings have been achieved through the implementation of efficiencies and new contracts such as a new ISP contract reducing costs by 22% (\$18k) compared to 2021/22.
- Partnerships, collaborations and grant funded programs provide enhanced services and benefit to the community. An e-book consortium extends access for library members to the collection of 3 library services.
- WMRLC continues to face cost escalations due to the current economic environment, with the average annual CPI over the past four years 2021/22 to December 2024/25 being 4.45%
- Non-discretionary operating costs that have significantly increased over and above the rate cap and CPI since 2021/22 include Insurance 48% (\$37k), Workcover 167% (\$40k), Cleaning 20% (\$43k), and Software, systems and associated services 43% (\$110k).

Discussion

The Draft FY 2025/26 Budget has been developed to maintain existing levels of service and contain expenditure within a constricted funding environment. Revenue and expenditure assumptions are outlined in the draft budget document (Attachment 2).

The draft Budget is presented in a format which demonstrates the proposed FY25/26 Budget. Budgeted Income Statement, Budgeted Statement of Capital Works,

Budgeted Balance Sheet and Budgeted Cash Flow Statement are provided. The Corporation's five year budgeted financial plan is also presented for the Board's information.

User Charges

The Corporation reviews User Charges annually in-line with the budget process. A 3% increase has been applied across all charges, rounded to the nearest 5 cents. There will be no increase to some charges due to the low base value. A table outlining the proposed charges is provided on page 24 of Attachment 2.

Strategic Risk

Having an appropriate level of reserves supports financial stability. Drawing on reserves to bridge budgeted revenue shortfalls may reduce the Corporation's capacity to meet its liabilities when they fall due.

The ongoing revenue shortfalls forecast in the five year financial plan are not considered financially sustainable. The available reserves will be insufficient to cover the forecast deficits. Achieving the value of cumulative cost saving initiatives needed to be achieved over the next five years and maintaining current service levels is unlikely to be possible going forward.

Legislation

The Draft FY2025/26 Budget and Strategic Resource Plan is presented for the Board's consideration in accordance with Section 127(1) of the Local Government Act 1989.

In accordance with Section 129 (1) of the Local Government Act 1989 and the Local Government (Planning and Reporting) Regulations 2014, the Corporation must give public notice of the preparation of the Draft Budget FY 2025/26 and the Board must consider any public submissions received on any proposal contained in the Draft Budget FY2025/26 at its ordinary meeting on 21 May 2025.

The adopted Budget must be submitted to the Minister Local Government by 30 June 2025.

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 Budget FY 2025/26

5.3 DRAFT GOVERNANCE RULES

Report Prepared by: Sally Both, Chief Executive Officer

Executive Summary

Whitehorse Manningham Regional Library Corporation's Local Law 3: Meeting Procedures and Use of the Common Seal Local Law (2020): Local Law 3 does not currently make provision for hybrid attendance at Board meeting. Local Law 3 requires all members to either be in attendance in-person or for all members to attend electronically. New Governance Rules have been drafted, based on Local Law 3, to accommodate circumstances where the flexibility for hybrid attendance at Board meetings if required. It is proposed that once the Governance Rules are adopted, the Corporation would no longer give effect to the Local Law 3.

Recommendation:

That the Board resolves:

- a) to adopt the Governance Rule as provided for in Attachment 3; and**
- b) that upon the Governance Rules commencing to operate, the Corporation will no longer give effect to its Meeting Procedures and Use of the Common Seal Local Law (Local Law No. 3 – 2020).**

Discussion

The meeting procedures for the Board meetings and use of the common seal are governed by the Whitehorse Manningham Regional Library Corporation Local Law 3: Meeting Procedures and Use of the Common Seal Local Law (2020).

The Local Law 3 makes provision for electronic attendance at Board meetings on the condition that all Members attend by electronic means of communication.

Local Law 3 Clause 15.3

Where participation in a Meeting by electronic means is permitted under Clause 15.20:

- *all Members must attend the Meeting by electronic means of communication*

The Local Law 3 makes no provision for hybrid meetings; a mix of in-person and electronic attendance at a Meeting. The Board have on occasion required flexibility to allow hybrid attendance at a Meeting.

At the Board Meeting on 22 May 2024, the Board directed the Chief Executive Officer to undertake a review of the Local Law 3: Meeting Procedures and Use of the Common Seal Local Law with the aim of incorporating provision for hybrid Meetings. This review has now been completed. A legal opinion was sought in relation to making a new local law. The advice received concluded it would be more expedient for the Board to adopt Governance Rules than to undertake the process of making a new local law. A new local law would not be made nor would the existing local law be revoked. If the Governance Rules are adopted the Corporation would no longer give effect to (meaning that it would not administer or rely on) the existing Local Law.

Proposed Governance Rules (Attachment 3) have been drafted which, for the most part, are adapted from the existing Local Law 3: Meeting Procedures and Use of the Common

Seal Local Law. What is changed are the provisions concerning participation in meetings by electronic means to provide for both hybrid meetings and meetings conducted exclusively through electronic means.

Table 1 below provides a summary of the provisions that differ between the proposed Governance Rules and the existing Local Law 3.

Table 1: Comparison of Governance Rules to Local Law 3: Meeting Procedures and Use of the Common Seal

Clause	Local Law 3: Meeting Procedures	Rule	Governance Rules	Commentary
				Terminology; use of “Governance Rules” throughout in place of “Local Law”
PART A PRELIMINARY				
1.1	This Local Law is the Whitehorse Manningham Regional Library Corporation Meeting Procedures and Use of the Common Seal Local Law No. 3 and is referred to below as ‘this Local Law’	1.1	These are the Whitehorse Manningham Regional Library Corporation Governance Rules.	Change in title to reflect the document contains Governance Rules and is not a Local Law
3.1	This Local Law is made under the provisions of Part 5 and section 197F of the <i>Local Government Act</i> 1989 and section 14 of the <i>Local Government Act</i> 2020.	3.1	These Governance Rules are made under the provisions of section 196(4)(e) of the Local Government Act 1989	
4.1	This Local Law operates from the day following publication in the Victoria Government Gazette.	4.1	These Governance Rules operate from [##insert date##].	Governance rules will operate from the date of adoption by the Board
5	Date this Local Law ceases operation	5	Local Law Ceases to Have Effect	The Local Law will not be revoked but will cease to have effect
5.1	Unless this Local Law is revoked sooner, its operation will cease ten years after it became operative.		Upon these Governance Rules commencing to operate the Corporation will no longer give effect to its Meeting Procedures and Use of the Common Seal Local Law (Local Law No. 3 – 2020).	A local law can only be revoked by making a new local law providing for the revocation. The Local Law will remain but once the Governance Rules are adopted the Corporation will no longer give effect to (meaning that it will not administer or rely on) the Local Law.

Clause	Local Law 3: Meeting Procedures	Rule	Governance Rules	Commentary
6	Definitions		Definitions	Minor changes to align with terms used in the Governance Rules
PART B USE OF THE COMMON SEAL				
10	<p>UNAUTHORISED USE OF THE COMMON SEAL</p> <p>10.1 It is an offence for a person to use the Common Seal or any device or representation resembling the Common Seal without authority given by resolution of the Board.</p> <p>Penalty: Ten (10) penalty units.</p>			Not applicable in the Governance Rules
11- 33		10-33		Adjustment to numbering of Rules
PART C ELECTION OF THE CHAIRPERSON AND DEPUTY CHAIRPERSON				
13.4 (h)	the process under Clause Part C12.4(Part C12.4(g)) will be repeated until there are no more than two candidates left, in which case, if there is an equality of votes, the word "Elected" will be written on one of the pieces of paper and the candidate who draws that piece of paper must be declared elected.	12.4(h)	the process under sub-Rule 12.4(g) will be repeated until there are no more than two candidates left, in which case, if there is an equality of votes, the vote between the two candidates must be repeated until one of the candidates receives an Absolute Majority of the votes (whether on the day of that Meeting or – if the Meeting is adjourned to another day to allow Members to reflect on the election – on another day upon the Meeting being resumed).	

Clause	Local Law 3: Meeting Procedures	Rule	Governance Rules	Commentary
PART D PROCEDURES AT MEETINGS				
15.2	<p>Subject to this Clause 15, a Member will be taken to be present at a Meeting where the Member is:</p> <ul style="list-style-type: none"> a. present by electronic means of communication provided that: <ul style="list-style-type: none"> i. the Board has resolved; or ii. in an emergency the Chief Executive Officer has determined, <p>that a Meeting or Meetings may or will be conducted by electronic means of communication.</p>	14.2	<p>Subject to this Rule 14, a Member will be taken to be present at a Meeting where the Member is:</p> <ul style="list-style-type: none"> present by electronic means of communication provided that either: the Member has given the CEO prior notice of their intention to participate in the Meeting by electronic means; or the Agenda for the Meeting has specified that the Meeting is to be conducted entirely by electronic means. 	<p>Provision made for both hybrid meetings and meetings conducted exclusively through electronic means</p>
15.3	<p>Where participation in a Meeting by electronic means is permitted under Clause 15.20:</p> <ul style="list-style-type: none"> a. all Members must attend the Meeting by electronic means of communication; and b. the requirements of the Act in relation to handling of conflicts of interest and confidentiality will apply and be adapted as necessary. 			<p>Rule 14.2 provides for hybrid meeting attendance</p> <p>Rule 32 deals with Conflicts of Interest</p>
		15.2	<p>An Agenda must specify whether the Meeting is to be conducted:</p>	<p>New rule to reflect provision at Rule 14.2 of hybrid meeting attendance</p>

Clause	Local Law 3: Meeting Procedures	Rule	Governance Rules	Commentary
			<p>in person (in which case Members can be present physically or, subject to sub-Rule 00, present by electronic means); or</p> <p>entirely by electronic means.</p>	
		32	<p>Conflicts of Interest</p> <p>32.1 Any Member who has a Conflict of Interest in any matter before a Meeting must:</p> <p>disclose the existence and nature of the Conflict of Interest immediately upon that matter being introduced; and then</p> <p>leave the Meeting (either by leaving the room if they are physically present or taking steps to ensure that they do not have access to see or hear the debate or vote if they are present by electronic means) and not return until the next matter is being or has been introduced.</p> <p>32.2 A Member will not be taken to have a Conflict of Interest in a matter merely because the Party that they represent will or will be likely to be affected by the debate or vote on the matter.</p>	New Rule 32 reflects provision for electronic meeting attendance
PART E OFFENCES				
40	<p>40.1 It is an offence for:</p> <p>a. a Member to refuse to withdraw an expression considered by the Chairperson to be offensive, and refuse to apologise after having been directed by the Chairperson to do so;</p>			Not applicable in the Governance Rules

Clause	Local Law 3: Meeting Procedures	Rule	Governance Rules	Commentary
	<p style="text-align: center;">Penalty: Five (5) penalty units.</p> <p>b. any person, other than a Member, who is behaving in a disorderly or improper manner, to refuse to leave a Meeting room when directed by the Chairperson or by resolution of the Board to do so;</p> <p style="text-align: center;">Penalty: Five (5) penalty units.</p> <p>c. any person to fail to obey a direction of the Chairperson in relation to the conduct of a Meeting or the maintenance of order at a Meeting; or</p> <p style="text-align: center;">Penalty: Five (5) penalty units.</p> <p>d. a Member to refuse to leave a Meeting upon suspension.</p> <p style="text-align: center;">Penalty: Five (5) penalty units.</p>			

Regulatory Impacts

A legal opinion has been sought as to whether a local law is required for the Board meeting procedures and use of the common seal, along with the process required to replace an existing local law with a new local law.

The legal opinion concluded that:

- a) the Board does not have a legal obligation to have Board meeting procedures and use of the common seal embodied in a local law;
- b) it is open to the Board to adopt Governance Rules;
- c) should the Governance Rules be adopted, the Corporation would no longer give effect to (meaning that it would not administer or rely on) the Local Law;
- d) a local law can only be revoked by making a new local law providing for the revocation;
- e) the process to make a local law is lengthy; and
- f) there is legal uncertainty as to whether the Corporation still has the power to make a local law due to the impacts of the *Local Government Act 2020*.

Conclusion

Given both the legal uncertainty as to whether Corporation still has the power to make a local law and the fact that it would necessarily involve a lengthy process, the most practical approach is to leave the existing local law as it is and for the Board to adopt Governance Rules.

Governance Rules have been drafted adapted from Local Law 3: Meeting Procedures and Use of the Common Seal Local Law, with a change to the provisions concerning participation in meetings by electronic means to provide for both hybrid meetings and meetings conducted exclusively through electronic means. While in-person attendance at Board meetings will remain the preferred means of Board meeting attendance, the new provisions will accommodate circumstances where the flexibility of hybrid meetings is required .

Once the Governance Rules are adopted the Corporation would no longer give effect to the Local Law.

Strategy Link

The Governance Rules supports the achievement of Library Plan 2021 - 2025 *Key Strategy 4.1: Implement robust governance practices*.

Declaration of Interests

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

Attachments

Attachment 3: Governance Rules

Attachment 4: Local Law No. 3 - Meeting Procedures and Use of the Common Seal

5.4 INSTRUMENT OF DELEGATION

Report Prepared by: Sally Both, Chief Executive Officer

Executive Summary

The Board's endorsement is sought for adjustments to the *Instrument of Delegation - Schedule of Authorisation* following personnel changes. The changes proposed pertain only to the *Schedule of Authorisation* to reflect personnel changes, no changes are proposed to the *Instrument of Delegation to the Chief Executive Officer* and no increases to the monetary delegations are proposed.

Recommendation:

That the Board adopts the new *Instrument of Delegation to the Chief Executive Officer and Schedule of Authorisation* and revokes the Instrument dated 25 May 2022

Regulatory Impact

The *Instrument of Delegation* is a requirement under Section 197B of the Local Government Act 1989. The *Instrument of Delegation* is an important administrative tool available to the Corporation and allows for the efficient and effective functioning of the organisation.

The existing *Instrument of Delegation* was adopted in 2022. The *Schedule of Authorisation* requires adjustment following a change in personnel at the manager level. The instrument will come into force immediately upon the Corporation's common seal being affixed to the instrument and the instrument dated 25 May 2022 will be revoked.

Financial Impact

There are no increases proposed to the monetary delegations.

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 – Instrument of Delegation to the Chief Executive Officer

5.5 FINANCIAL REPORT FY24/25 QUARTER 2

Report prepared by: Julie Lawes, Manager Finance

Executive Summary

The Financial Report for FY24/25 Quarter 2 (Attachment 6) is presented for the Board's endorsement.

The year to date (YTD) financial result is \$160,346 favourable to budget. Key variances are detailed in the Quarter 2 report attachment.

The Board adopted the 2024/25 Budget at its Ordinary Meeting held on 22 May 2024, projecting a shortfall in revenue to be bridged by a \$158,515 transfer from reserves. The projected year end result is an overall net negative result, partly offset by a carried forward operating surplus of \$84,667 from the previous year. As at December 2024 the total projected transfer required from reserves was forecast to be \$324,843.

The forecast is reviewed at the end of each month. At 30 January the forecast transfer required from reserves is \$274,947 due to reduced leave accrual relating to staff turnover.

Recommendation:

That the Board:

- a) **Adopts the FY24/25 Quarter 2 Financial Report; and**
- b) **Authorises the Chief Executive Officer to transfer up to \$300,000 from the cash reserve, should the budgeted \$158,515 forecast be insufficient to meet the revenue shortfall in the FY24/25.**

Library Plan / Strategy

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

Declaration of Interests

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

Attachments

Attachment 6: FY24/25 Quarter 2 Financial Report

5.6 ICT STRATEGY 2021-2025 PROGRESS REPORT

Report Prepared by Pat Wickramage, Manager Technology and Risk

Executive Summary

The ICT Strategy and Action Plan 2021 - 2025 was endorsed by the Library Board on 21 October 2021. The following report illustrates the progress as at January 2025 towards the ICT Strategy and Actions. Where possible, the ICT team seeks to align the routine work to coincide with the strategic requirements, thereby reducing rework and increasing progress efficiency.

At February 2025, 51% of all actions have been completed, 18% are in progress, 27% are pending and 4% have been cancelled.

Recommendation:

That the Board notes the ICT Strategy Progress report.

Background

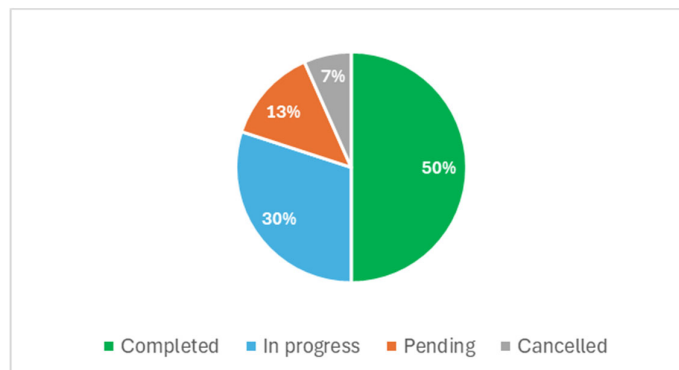
The ICT Strategy 2021 - 2025 was developed to support the delivery of the Corporation's strategic objectives through the implementation of modernised, secure ICT and the application of fit for purpose, quality ICT systems, contributing to the continuous improvement of the organisation. The Strategy sets out the ICT priorities under four goals:

1. Security and Business Continuity
2. Innovation and Accessibility
3. Collaboration and Customer Experience
4. Value and Asset Management

The ICT Action Plan identifies the key actions proposed to enable the achievement of the goals. Progress has been impacted by changes in personnel and resourcing capacity.

ICT Action Plan Progress @ February 2025

Goal 1 – Security & Business Continuity



Completed tasks:

- **Disaster Recovery (DR) Testing:** Implemented a DR testing schedule with templates and timetables.
- **ICT Governance:** Established an ICT Governance Committee with Terms of Reference and reviewed the ICT Governance Framework to align with the ICT Strategy 2021-2025.
- **Backup and Replication:** Adopted the 3-2-1-0 backup approach, ensuring secure offsite storage of daily backups.
- **Microsoft 365:** Developed and rolled out an implementation plan and timeline, deployed Microsoft 365 Defender.
- **Security Policies:** Created standard operating procedures for ICT Security Policy and conducted quarterly user account audits. Implemented user education.
- **Threat Detection:** Implemented advanced endpoint threat and breach detection tools.
- **Wi-Fi Security:** Deployed RADIUS or DPSK to staff Wi-Fi with Captive Portal and Multifactor Authentication.
- **DNS and Endpoint Management:** Investigated public DNS hosting options and deployed Endpoint Management to all devices.
- **Log Collection and Password Management:** Utilised a Network and Security SIEM for log collection and deployed a Password Manager.

In Progress:

- **DR Plan Review:** Reviewing and updating the DR Plan.
- **System Audit:** Conducting an independent system audit to map architecture and align with modern technology.
- **ICT Risk Review:** Conducting annual ICT Risk Review and updating the WML Risk Register.
- **Multifactor Authentication:** Enabling Multifactor Authentication on VPN, servers, and email.
- **Catastrophic Failure Risk:** Identifying risks and implementing backup options to support RTO < 4 hours.
- **Security Protocols:** Aligning security protocols with the Australian Cyber Security Centre's Essential Eight - Mitigation Level 2.
- **Application Whitelisting:** Reviewing and ensuring the application whitelisting solution is fit for purpose.
- **User Management:** Developing procedures for User Management Policy, including onboarding and offboarding.
- **Backup Connections:** Investigating backup connections to library branches in case of MPLS failure.

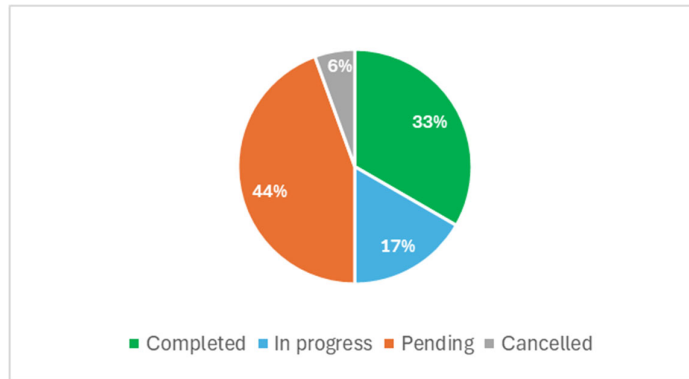
Pending tasks:

- **Security Procedures:** Developing standard operating procedures for ICT Security Policy and Network Operation management.
- **Risk Identification:** Implementing a security risk identification process and associated risk register.
- **Penetration Testing:** Undertaking internal and external network penetration testing.

Cancelled:

- **Password Cycling:** Bi-annual user password cycling controls. Microsoft recommends using never-expiring passwords with multifactor authentication.
- **Cisco Umbrella:** Hardening the Cisco Umbrella environment for deep packet inspection. This was cancelled as business needs have changed.

Goal 2 – Innovation and Accessibility



Completed tasks:

- **Contract Documentation:** Maintaining and storing ICT contract documentation within Content Manager, reviewed licensing requirements and allocations.
- **OHS Audit:** Conducted an OHS audit of the ICT work areas and manual handling requirements. ICT staff completed manual handling training.
- **Voicemail to Email:** Implemented voicemail to email functionality.
- **Status Presence Integration:** Integrated status presence for Microsoft Exchange and the phone system.
- **Remote Desktop and IT Documentation:** Implemented Remote Desktop Manager and an IT knowledge base.
- **IT Human Resourcing:** Realignment of IT department structure to support business needs.

In Progress:

- **Training and Development:** ICT staff are identifying, planning, and undertaking annual, externally delivered training and professional development in contemporary and emerging technologies.
- **Windows 11 Deployment:** Planning and implementing the deployment of Windows 11.
- **Video Conferencing:** Reviewing the viability of implementing video conferencing technologies within training room facilities for potential hire by patrons and community groups.

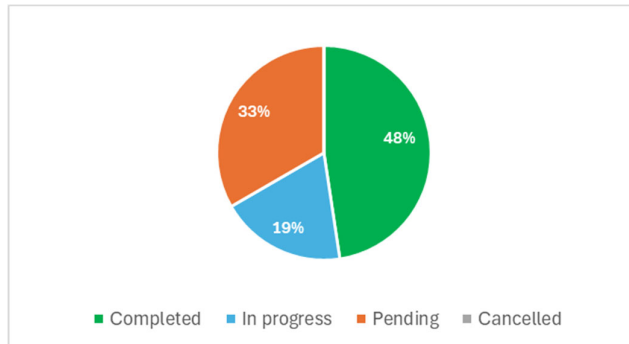
Pending tasks:

- **Microsoft Certification:** ICT staff to undertake Microsoft Certification relevant to WML network technologies.
- **Cisco Certification:** ICT staff to undertake Cisco Certification relevant to WML network technologies.
- **Library Technology Standards:** Reviewing standards for people with disabilities, investigating text-to-speech, magnifying glass, and background colors.
- **Podcasting Technologies:** Reviewing the viability of implementing podcasting technologies within training room facilities for potential hire.
- **Public Wi-Fi Education:** Exploring and engaging in public Wi-Fi education partnership opportunities.
- **Library Digital Signage:** Reviewing the viability, potential engagement, and benefits of using library digital signage.
- **Roaming Device Model:** Investigating the viability of a roaming device model to expand patron usage of technology.
- **ICT Action Plan 2025-2029:** Conducting a review of the current ICT status and developing an Action Plan for 2025-2029.

Cancelled:

- **Unified Wallet:** Reviewing solutions and the viability of implementing a unified wallet for printing fees, reservations, and overdue charges. This was cancelled as business needs have changed.

Goal 3 – Collaboration & Customer Experience



Completed Tasks:

- **Helpdesk Management:** Reviewed the current Helpdesk Management solution.
- **Helpdesk Accessibility:** Ensured the ICT Helpdesk is manned and accessible by phone during WML business hours, with phone diversions for after-hours ICT requests.
- **Branch Meetings:** ICT Manager attending branch meetings when required.
- **Change Management:** Developed standard operating procedures and communication templates to support the Change Management Policy, including business escalation pathways.
- **ICT Communication Plan:** Developed and implemented a plan to facilitate better end-user communication.
- **Customer Satisfaction Protocol:** Developed a protocol for customer satisfaction, including complaints handling procedures.
- **Customer Satisfaction Tool:** Implemented a tool to capture real-time ICT support ticket feedback.
- **Helpdesk Reporting:** Reviewed ICT Helpdesk reporting and support ticket feedback to inform user training and online ICT FAQs.
- **User Training Plans:** Developed training plans for all new hardware and business applications, gaining endorsement from the ICT Governance Board.
- **Security Newsletters:** Quarterly ICT Security awareness articles sent via the WML Staff Newsletter.

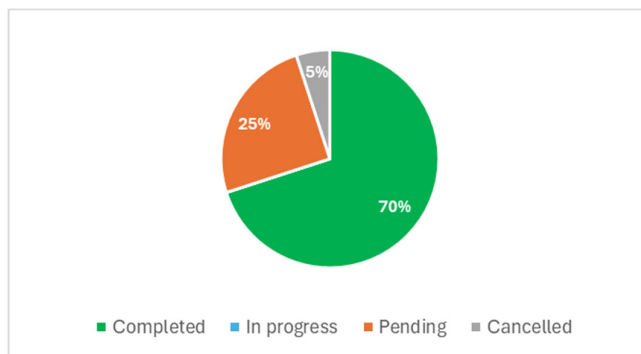
In Progress:

- **Lunch and Learn Sessions:** ICT staff are hosting quarterly training sessions in line with online ICT FAQs.
- **User Acceptance Testing:** Developing standard operating procedures for User Acceptance Testing, to be used with branch IT champions before deploying new hardware and business applications.
- **ICT Champions:** Investigating the feasibility of appointing an appropriately trained ICT champion for each branch.
- **Phishing Simulation and Training:** Implementing user phishing simulation and training capabilities.

Pending tasks:

- **Service Level Agreements:** Implementing ICT Service Level Agreements that include scope, categorisation, and associated ICT response times.
- **Bookable ICT Support:** Maintaining a 'bookable' ICT onsite support model for public events at branches.
- **Online ICT FAQs:** Rewriting and updating online ICT FAQs quarterly.
- **Ticket Dispatch Procedures:** Developing and implementing a standard operating procedure for ticket dispatch.
- **Ticket Escalation Matrix:** Implementing a ticket escalation matrix for use within the ICT team.
- **Business Application Audit:** Undertaking a business application audit, mapping business applications, and documenting both business and technical ownership arrangements.

Goal 4 – Value & Asset Management



Completed Tasks:

- **Software Licensing Register:** Established and maintaining a register for software licensing.
- **Quarterly Software Licensing Audit:** Conducting quarterly audits of all software licensing, revoking licenses as needed.
- **ICT Asset Register:** Auditing and reconciling the ICT Asset Register bi-annually, and asset-tagged all new ICT hardware.
- **Test & Tag ICT Hardware:** Scheduled Test & Tag for all ICT hardware across branches and sites.
- **Vendor Register:** Reviewed and updating the Vendor Register quarterly.
- **Sustainable Practices:** Ensured vendors support sustainable disposal practices and recycling programs. Coordinating toner and cartridge recycling programs for all branches and sites.
- **ICT Spares Kits:** Reviewed branch ICT spares requirements to establish the cost-benefit of deploying spares kits to larger branches.
- **Multimedia Kits:** Reviewed branch multimedia requirements to establish the cost-benefit of deploying multimedia kits to each branch.
- **MPLS Network Analysis:** Conducted a cost-benefit analysis on the MPLS network and reviewed it against the SDWAN approach.
- **Public PC Bookings:** Monitoring public PC bookings to reallocate and redeploy equipment as needed.
- **ICT Hardware Replacement:** Replacing ICT hardware in alignment with developed Technology Standards and Hardware Ratios Policy.
- **Public Wi-Fi Replacement:** replacement completed at all library branches

- **Network Infrastructure Analysis:** Conducted a cost-benefit analysis on network infrastructure equipment purchases to ensure value realisation.
- **ISP contract:** New ISP contract reducing costs and increasing speed and capacity.

Pending tasks:

- **Software Licensing Standard:** Developing software licensing standard aligned with job roles and business functions.
- **Technology Standards Policy:** Developing and implementing Technology Standards and Hardware Ratios Policy, aligning with a 5-year replacement schedule.
- **ICT Service Catalogue:** Implementing and maintaining an ICT Service Catalogue.
- **AV & Television Standards:** Developing and implementing AV & Television Standards and Ratios Policy, working with the business to establish appropriate replacement schedules.
- **Photocopier Coin Boxes:** Reviewing the ongoing requirement for coin boxes.

Cancelled:

- **NTP Service Migration:** Investigating the migration of the NTP service to the primary domain controller. No longer need as the technology/need has changed.

Strategic Link

The ICT Strategy and Action Plan supports the delivery of the WML Library Plan 2021 - 2025 strategic objectives.

Financial Impact

No additional financial resourcing has been allocated to the ICT Strategy. Action Plan initiatives are being implemented within the IT operating and capital replacement allocations in the Corporation's adopted annual budgets.

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

5.7 CEO REPORT

Report prepared by: Sally Both, Chief Executive Officer

Executive Summary

This report provides an overview of WML's service performance for the second quarter of FY 2024/25. The organisation's performance dashboard provides key performance indicators with five-year trends where available. Detail on individual library activity trends has been provided in Attachment 7 and YTD service performance review highlights in Attachment 8. Also provided is a summary of Quarter 2 health and safety incidents. Additional information in relation to the Public Behaviour category incidents is provided for the period 1 July 2024 – 17 February 2025.

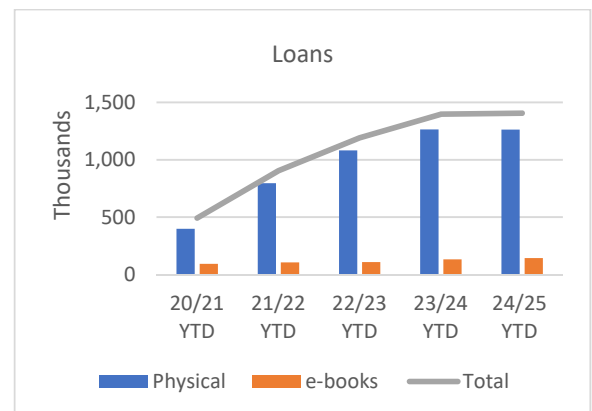
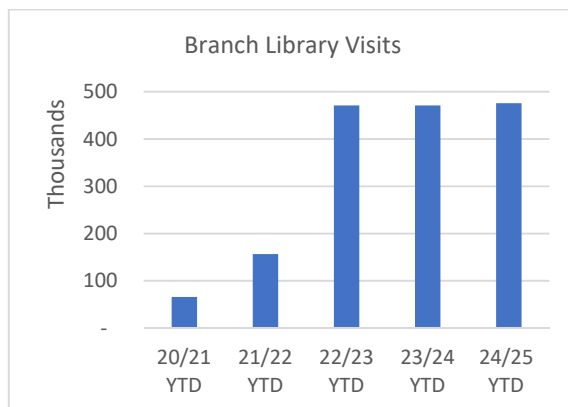
Recommendation

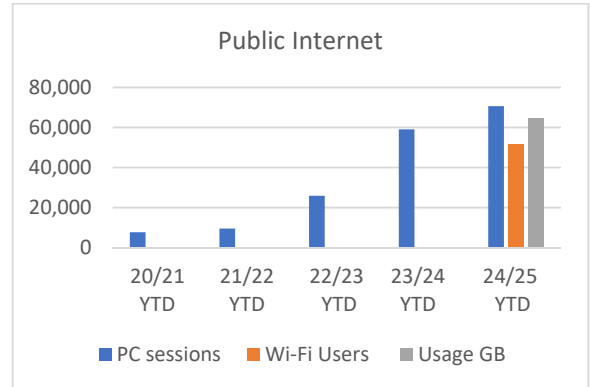
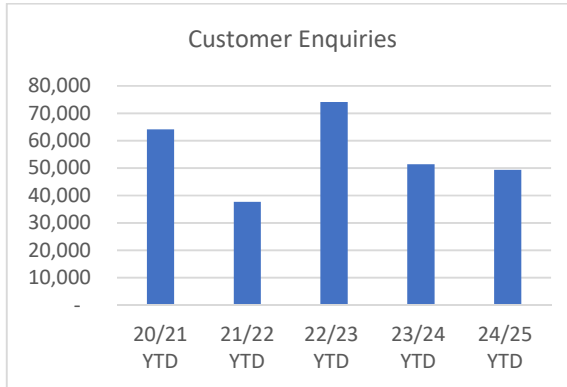
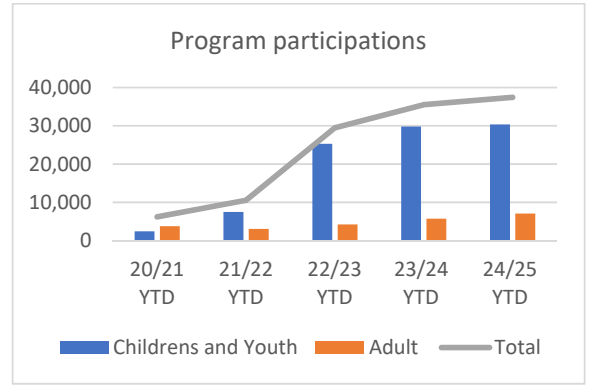
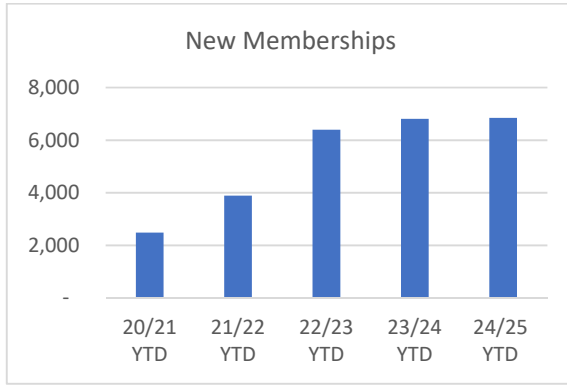
That the Board notes the CEO Quarter 2 Report.

5.7.1 Q2 Key Performance Indicators Dashboard

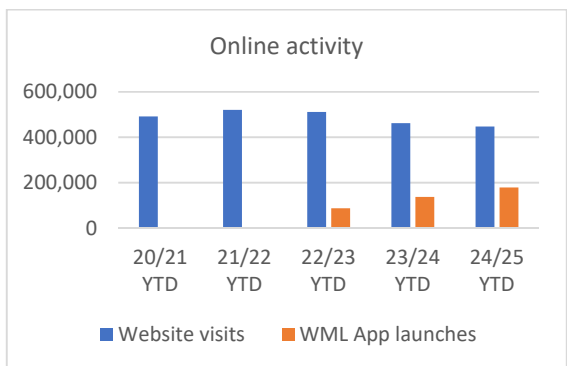
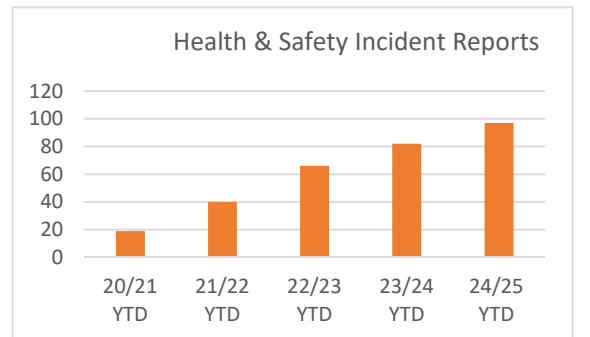
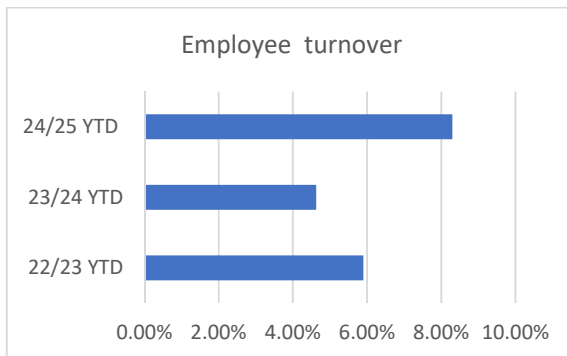
Year to date library activity continued to trend upwards in the second quarter, key trends include:

- Use of the Library App to search the catalogue and to access membership accounts increased by 30% compared to same period last year.
- Physical loans were maintained at the same level as the previous last year, while loans of e-books are 8% higher.
- Total participation in library programs increased 5.3%
- Use of public computers increased by 20% compared to same period last year
- Activity this quarter was impacted by building maintenance works at Doncaster and Vermont South Libraries.
- YTD staff turnover rate was significantly higher at 8.3% compared to the same period in the previous year, and included the retirement of a number of long-term employees and resignations to take up career opportunities with other libraries/councils.





Note: Wi-Fi metrics changed from July 2024

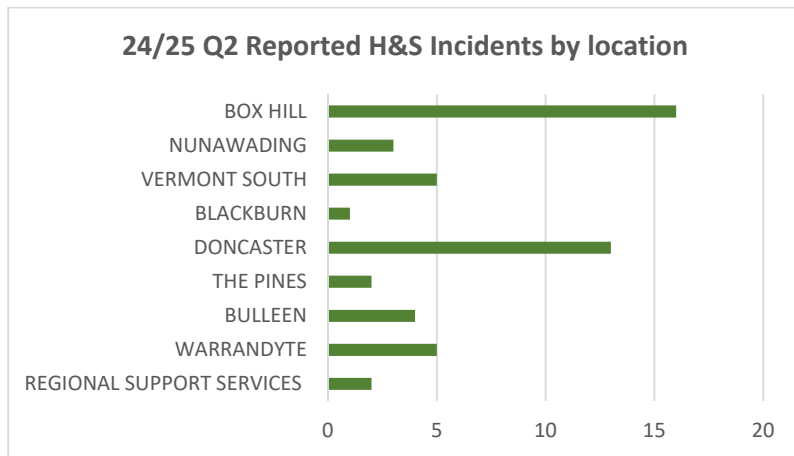
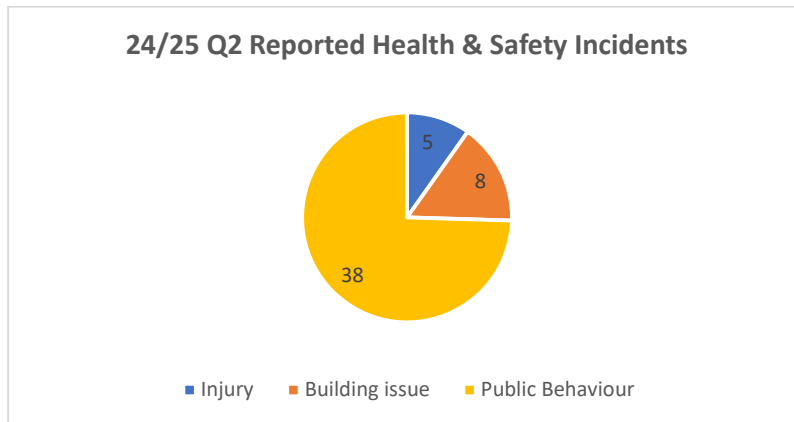


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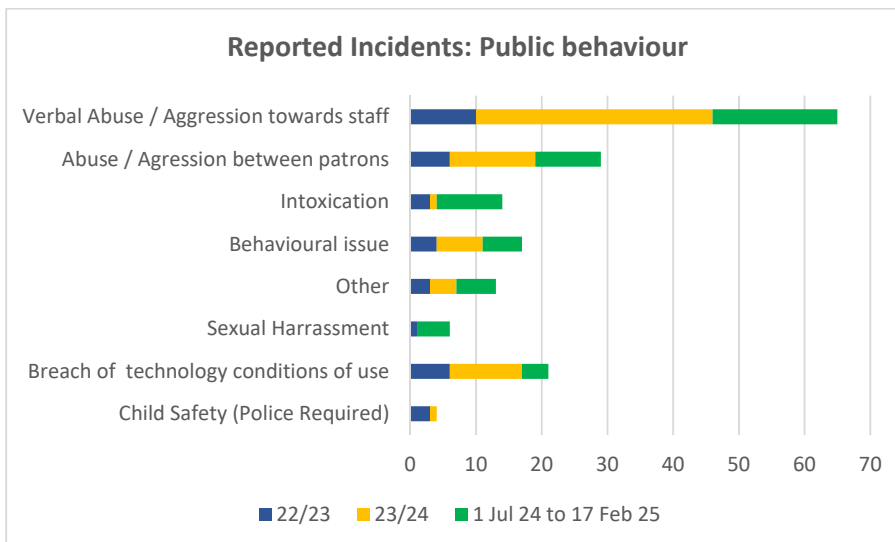
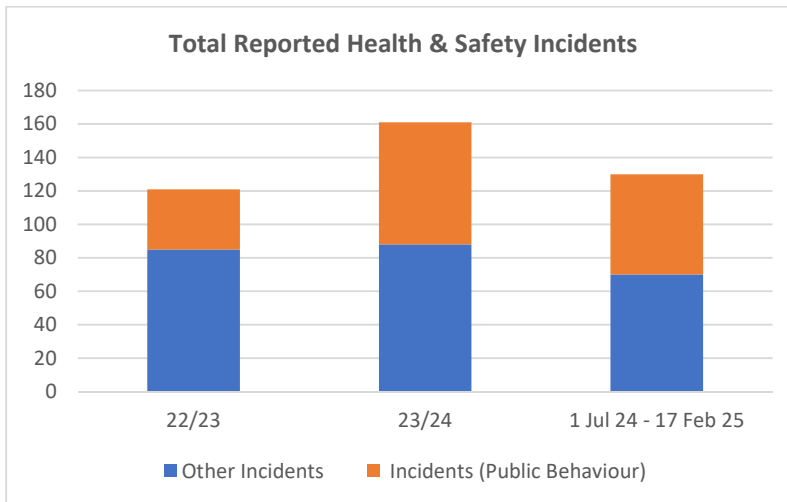
- Covid-19 pandemic impacted service commencing Jan 2020
- Vermont South closed for maintenance works 2 weeks in Dec 2024
- Doncaster Library closed for 2 weeks in August 2024 for building works
- Metrics changed for Customer enquiries in 23/24
- Metrics changed for eresources and Wi-Fi use from July 2024
- Activity includes Warrandyte and additional Manningham hours

5.7.2 Health and Safety Incidents

- There were a total of 51 health and safety incidents (hazards, injuries, near miss and incidents) reported in FY24/25 Quarter 2 (October to December 2024) compared to 46 in Quarter 1.
- The YTD July to December 2024 total is 97, representing an increase compared to the same period in the previous year.
- Box Hill and Doncaster Libraries experienced the highest rate of incidents in Quarter 2.



Incidents relating to Public Behaviour from 1 July 2024 to 17 February 2025 represented 46% of total incidents reported during that period. In FY 23/24 45% of all incidents related to Public Behaviour.



OHS Training in Quarter 2:

- Warrandyte Bushfire Training – 25 staff attended
- Advanced Conflict Resolution – 12 staff attended

Looking towards the third quarter, the following has been scheduled:

- Basic Conflict Resolution training for frontline staff
- Commencement of psychosocial risk assessment and risk mitigation plans in consultation with Health and Safety Representatives
- Manual Handling training
- Review of incident response procedures

5.7.3 CEO Key Performance Indicators

Progress against the CEO Key Performance Indicators, agreed by the Board as key focus areas for the Chief Executive, Sally Both to achieve March 2023 - February 2024, will be discussed at Agenda Item 6.3

Strategy Link

Activities reported 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 7: Quarter 2 Library Activity

Attachment 8: Quarter 2 Service Performance Review Report Card

6. CONFIDENTIAL REPORTS

Recommendation:

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.

Confidential agenda items are published separately.

7. NEXT MEETING

Date & Time	Location	
4pm 9 April 2025	Doncaster	Library Plan Workshop
4pm 21 May 2025	Box Hill	Ordinary meeting
4pm 20 Aug 2025	Doncaster	Ordinary meeting
4pm 15 Oct 2025	Box Hill	Extra Ordinary meeting to adopt Annual Report
4pm 10 Dec 2025	Doncaster	Ordinary meeting

8. CLOSURE

ATTACHMENT 1

**Meeting of the Board of Whitehorse Manningham Regional Library Corporation
Minutes of Meeting 164
Held on Wednesday 11 December 2024 at 4.12pm**

PRESENT: Board members

Cr Hayley Weller (Whitehorse Council) Chairperson
Cr Peter Allan (Whitehorse Council)
Cr Jim Grivas (Manningham Council) Deputy Chairperson
Lisa Letic (Whitehorse Council)
Lee Robson (Manningham Council)
Nicola Nye (Whitehorse Community Representative)

In attendance:

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)

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 opened the meeting and presided until the election of the Library Board Chairperson had taken place at item 5.1.

1. Welcome and Apologies

Apologies were received from:

- Cr Andrew Conlon (Manningham Council)
- Dionne Dearman (Manningham Community Representative)

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 extra ordinary meeting held on 16 October 2024.

Moved: Lisa Letic
Seconded: Lee Robson
Carried

5. Election of Office Bearers

5.1 Election of the Chair

Nominations were called for the role of the Chair of the Library Board.

Motion:

That Cr Hayley Weller be appointed to the role of Chair of the Library Board until December 2025.

Moved: Cr Allan
Seconded: Cr Grivas
Carried

Cr Weller assumed the role of Chair for the remainder of the meeting.

5.2 Election of the Deputy Chair

Nominations were called for the role of Deputy Chair of the Library Board.

Motion:

That Cr Jim Grivas be appointed to the role of Deputy Chair of the Library Board until December 2025.

Moved: Cr Allan
Seconded: Nicola Nye
Carried

5.2 Election of Audit and Risk Committee members

Nominations were called for one Councillor representative on the Audit and Risk Committee from each member Council.

Motion:

That Cr Peter Allan be appointed as the Whitehorse representative on the Audit and Risk Committee.

Moved: Nicola Nye
Seconded: Cr Grivas
Carried

Motion:

That Cr Andrew Conlon be appointed as the Manningham representative on the Audit and Risk Committee.

Moved: Cr Grivas
Seconded: Lee Robson
Carried

6. REPORTS

6.1 Board Member Code of Conduct

Motion:

- I. That:
 - a. in accordance with section 76C of the Local Government Act 1989 ('the Act') the Board Members Code of Conduct be adopted subject to amendments to Clause 4.1.3 Public Image;
 - 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.
- II. That:
 - a) all Board Members provide evidence of application of a National Police Check and Working with Children Check to the Chief Executive Officer by March 2025; and
 - b) all future appointments to the Board be subject to a satisfactory National Police Check and Working with Children Check.

Moved: Cr Grivas
Seconded: Cr Allan
Carried

6.2 Audit and Risk Committee

Motion:

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 will include the WML Chief Executive Officer, Finance Manager and at least one Audit and Risk Committee Councillor representative; and
- III. receives a report with a recommendation to appoint at the March 2025 meeting of the Board.

Moved: Lee Robson
Seconded: Cr Grivas
Carried

6.3 Victorian Public Libraries Benchmarking Report 2023/24

Motion:

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

Moved: Cr Allan
Seconded: Cr Grivas
Carried

6.4 Quarter 1 Financial Report

Motion:

The Board adopts the 2024/25 Quarter 1 Financial Report.

Moved: Nicola Nye
Seconded: Cr Grivas
Carried

6.5 Quarter 1 Chief Executive Officers Report

Motion:

The Board notes the CEO Quarter 1 report

Moved: Nicola Nye
Seconded: Lisa Letic
Carried

7. CONFIDENTIAL REPORTS

No reports

8. Next Meeting Dates

Date & time		Key Agenda Items
4pm Wednesday 12 Feb 2025	Briefing	Pre-Budget 24/25 discussion
18 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

Meeting closed at 5.22 pm

ATTACHMENT 2 DRAFT BUDGET FY2025/26

Published separately



Draft GOVERNANCE RULES

**WHITEHORSE MANNINGHAM REGIONAL LIBRARY CORPORATION
GOVERNANCE RULES**

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WHITEHORSE MANNINGHAM REGIONAL LIBRARY CORPORATION

GOVERNANCE RULES

Part A

Preliminary

1. Title

1.1 These are the Whitehorse Manningham Regional Library Corporation Governance Rules.

2. Objectives

2.1 The objectives of these Governance Rules are to:

- (a) *provide for the administration of the Corporation's powers and functions;*
- (b) *regulate and control the use of the Common Seal of the Corporation;*
- (c) *regulate and control the election of the Chairperson and Deputy Chairperson;*
and
- (d) *regulate and control the procedures of meetings of the Corporation.*

3. Power to Make these Governance Rules

3.1 These Governance Rules are made under the provisions of section 196(4)(e) of the *Local Government Act 1989*.

4. Operational Date

4.1 These Governance Rules operate from 19 March 2025

5. Local Law Ceases to Have Effect

5.1 Upon these Governance Rules commencing to operate the Corporation will no longer give effect to its Meeting Procedures and Use of the Common Seal Local Law (Local Law No. 3 – 2020).

6. Definitions

6.1 In these Governance Rules, the words listed below have the meaning indicated:

Words	Meaning
Absolute Majority	The number of Members which is greater than half the total number of Members of the Board.
Act	The <i>Local Government Act 1989</i> .

Agenda	The notice of a meeting setting out the business to be transacted at the meeting.
Agreement	The agreement to form the Whitehorse Manningham Regional Library Corporation or any Supplementary Agreement entered into under section 196 of the Act.
Board	Pursuant to section 196(7) of the Act, the governing body of the Corporation.
Board Member	Any person appointed to the Board in accordance with the Agreement.
Business Day	A day which is not a Saturday, Sunday or public holiday.
CEO	The person appointed by the Corporation as Chief Executive Officer and includes a person acting that position.
Chairperson	The Chairperson of the Board and includes the Deputy Chairperson or an Acting Chairperson.
Committee	A committee appointed by the Board.
Common Seal	The Common Seal of the Corporation.
Conflict of Interest	Has the same meaning as in the <i>Local Government Act 2020</i> .
Corporation	The Whitehorse Manningham Regional Library Corporation.
Councillor	A Councillor of a Council being a party to the Agreement.
Deliver	Includes transmission by electronic mail.
Formal motion	A motion related to a formal procedure and includes the following: <ul style="list-style-type: none"> (a) that the motion be put; (b) that the question lay on the table; (c) that the meeting proceeds to the next business; (d) that the question be not now put; (e) that the motion or amendment now before the meeting be adjourned; and (f) that the meeting be adjourned.

Meeting	A meeting of the Board and includes a meeting at which the Chairperson is elected, an Ordinary Meeting and a Special Meeting.
Member	A member of the Board.
Officer	Any employee of the Corporation.
Ordinary Meeting	An Ordinary Meeting of the Board.
Part	A Part of these Governance Rules.
Party	A signatory to the Agreement or any Supplementary Agreement.
Present at a Meeting	Any Member who: <ul style="list-style-type: none"> (a) physically attends a Meeting; or (b) participates in a Meeting by electronic means of communication in accordance with Rule 14.
Special Meeting	A Meeting convened pursuant to Rule 25.
Urgent Business	A matter that has: <ul style="list-style-type: none"> (a) arisen since distribution of the Agenda; (b) cannot be deferred until the next Meeting without having a negative impact on the Corporation; and (c) cannot be addressed through the operational service request process.

Part B

Use of the Common Seal

7. Purpose

- 7.1** The purpose of this Part is to regulate the use of the Common Seal and to prohibit unauthorised use of the Common Seal or any device resembling the Common Seal.

8. Use of the Common Seal

- 8.1** The Common Seal of the Corporation must be used only by resolution of the Board.

9. Signature to Accompany the Common Seal

- 9.1** Every document to which the Common Seal is affixed must be signed by:

- (a) *the Chairperson (or in the absence of the Chairperson, the Deputy Chairperson or any other Member) and the CEO; or*
- (b) *in the case of a document in which the CEO has an interest, the Chairperson and the Deputy Chairperson or any other Member.*

10. Security of the Common Seal

- 10.1** The CEO must keep the Common Seal in safe custody.

Part C

Election of the Chairperson and Deputy Chairperson

11. Purpose

11.1 The purpose of this Part is to regulate the proceedings for the election of the Chairperson and Deputy Chairperson.

11.2 Only a Member who is a Councillor shall be eligible to be elected as the Chairperson or Deputy Chairperson.

12. Chairperson

12.1 The CEO must open the Meeting to elect the Chairperson and preside until the Chairperson is elected.

12.2 The CEO shall call for nominations for Chairperson.

12.3 The Member who receives an Absolute Majority of votes must be declared elected.

12.4 For the purpose of sub-Rule 12.3, the following process will apply:

- (a) *where only one nomination is received, that Member must be declared elected;*
- (b) *where more than one nomination is received, a vote of the Members present at the Meeting will be held;*
- (c) *in the event of a candidate receiving an Absolute Majority of votes, that candidate must be declared elected;*
- (d) *in the event that no candidate receives an Absolute Majority of the votes, the candidate with the fewest number of votes must be eliminated and a further vote of the Members for the remaining candidates will be held;*
- (e) *if one of the remaining candidates receives an Absolute Majority of the votes, that candidate must be declared elected but, if none of the remaining candidates receives an Absolute Majority of the votes, the process of declaring the candidate with the fewest number of votes eliminated and voting for the remaining candidates must be repeated until one of the candidates receives an Absolute Majority of the votes, that candidate must then be declared elected;*
- (f) *in the event of more than two candidates having an equality of votes and one of them having to be declared a defeated candidate, the declaration will be determined by lot;*
- (g) *if a lot is conducted, the CEO will have the conduct of the lot and the following provisions will apply:*
 - (i) each candidate will draw one lot
 - (ii) the order of drawing lots will be determined by the alphabetical order of the surnames of the Members who received an equal number of votes except that if two or more such Members' surnames are identical, the

order will be determined by the alphabetical order of the Members' first names;

- (iii) as many identical pieces of paper as there are Members who received an equal number of votes must be placed in a receptacle and the word "Eliminated" shall be written on one of the pieces of paper; and
- (iv) the Member who draws the paper with the word "Eliminated" written on it must be declared eliminated (in which event a further vote must be taken on the remaining candidates); and
- (h) *the process under sub-Rule 12.4(g) will be repeated until there are no more than two candidates left, in which case, if there is an equality of votes, the vote between the two candidates must be repeated until one of the candidates receives an Absolute Majority of the votes (whether on the day of that Meeting or – if the Meeting is adjourned to another day to allow Members to reflect on the election – on another day upon the Meeting being resumed).*

12.5 Upon election, the Chairperson shall take the Chair.

12.6 If the Board resolves to appoint a Deputy Chairperson the provisions contained in this Part for the election of the Chairperson will apply to the election of the Deputy Chairperson.

12.7 The Chairperson is not eligible to be elected to the office of Deputy Chairperson.

Part D

Procedure at Meetings

13. Purpose

13.1 The purpose of this Part is to regulate proceedings at all Meetings.

14. Quorum

14.1 A quorum is formed when an Absolute Majority of the Members are present at a Meeting.

14.2 Subject to this Rule 14, a Member will be taken to be present at a Meeting where the Member is:

- (a) *physically present in the room in which the Meeting is being held; or*
- (b) *present by electronic means of communication provided that either:*
 - (i) the Member has given the CEO prior notice of their intention to participate in the Meeting by electronic means; or
 - (ii) the Agenda for the Meeting has specified that the Meeting is to be conducted entirely by electronic means.

15. Agenda

15.1 The CEO must deliver to each Member a copy of the Agenda for a Meeting not less than 48 hours before the Meeting is to be held, unless it is impracticable to do so, in which case the Agenda will be delivered as far as practicable ahead of the Meeting.

15.2 An Agenda must specify whether the Meeting is to be conducted:

- (a) *in person (in which case Members can be present physically or, subject to sub-Rule 14.2(b), present by electronic means); or*
- (b) *entirely by electronic means.*

16. Order of Business

16.1 The order of business for a Meeting will be determined by the CEO to facilitate and maintain open, efficient and effective processes.

17. Recording of Proceedings

17.1 The CEO or another Officer authorised by the CEO shall record in the minutes of each Meeting:

- (a) *the place, mode, date and time of the Meeting;*
- (b) *the names of all Members present;*
- (c) *the names of all Members to whom leave of absence was granted;*

- (d) *arrivals and departures, including temporary departures, of Members during the course of the Meeting;*
- (e) *all disclosures of Conflict of Interest by Members;*
- (f) *each motion and amendment moved, including motions and amendments withdrawn by consent of the Board or which lapse for want of a seconder;*
- (g) *each motion put to the vote;*
- (h) *the vote cast by each Member on each division called; and*
- (i) *the failure of a quorum.*

18. Confirmation of Minutes

18.1 At each Ordinary Meeting, the Board must:

- (a) *pass a motion to confirm the minutes of each Meeting held since the previous Ordinary Meeting, if a copy has been posted or delivered to each Member not less than 48 hours before the meeting; or*
- (b) *require the minutes to be read prior to the passing of a motion to confirm them, if a copy has not been posted or delivered to each Member not less than 48 hours before the meeting.*

18.2 The Board must not discuss the contents of the minutes except as to their accuracy as a record of proceedings.

18.3 The Chairperson must sign the minutes when they have been confirmed.

19. Motions

19.1 At each Meeting, motions must be:

- (a) *within the powers and functions of the Board;*
- (b) *related to an item of business on the Agenda or otherwise before the Meeting; and*
- (c) *clear and unambiguous and not defamatory or objectionable in content or nature.*

19.2 The Chairperson must refuse to accept a motion or amendment which conflicts with sub-Rule 19.

19.3 The Chairperson may require motions to be put in writing.

20. Procedure for Moving Motions and Amendments

20.1 The mover must state the subject and nature of the motion or amendment.

20.2 The Chairperson must call for a seconder.

20.3 If there is no seconder to a motion or amendment, the Chairperson must declare the motion or amendment to have lapsed.

- 20.4** The Chairperson must call upon the mover of a motion or amendment to speak to it after it has been seconded.
- 20.5** The Chairperson must call upon the seconder of a motion or amendment to speak to it after the mover has spoken.
- 20.6** The Chairperson must call upon any other Member who may wish to speak against the motion or amendment, to speak to it after the mover and seconder have spoken.
- 20.7** The Chairperson may then, in their discretion:
- (a) *put the motion or amendment to the vote; or*
 - (b) *call upon any other Member to speak to the motion or amendment if no Member has indicated an intention to speak against it.*
- 20.8** Any Member except the mover or seconder of a motion may move or second an amendment to the motion.
- 20.9** A Member may only speak once to a motion, except if the mover of the motion exercising a right of reply.
- 20.10** The mover of an amendment has no right of reply.
- 20.11** The Chairperson or the Board by resolution may permit a Member
- (a) *who has already spoken to a motion or amendment to speak a second time to make a personal explanation or to claim that they have been misrepresented or misunderstood; or*
 - (b) *to ask a question for the purpose only of clarification.*
- 20.12** Any Member may call for a point of order during a debate whether or not they have spoken to the motion or amendment. A Member who calls a point of order shall not be taken as speaking to the motion or amendment.
- 20.13** The mover of a motion may withdraw a motion or amendment with the consent of the Meeting.
- 20.14** The Meeting must not consider a second or subsequent amendment until it has dealt with any previous amendment.
- 20.15** The Chairperson must put the motion or amendment to the vote immediately after the mover of the motion has spoken in reply.
- 20.16** A Member must not move a motion to initiate a subject for discussion except by giving notice of motion or unless the Board consents to the introduction and consideration of the subject matter as Urgent Business.

21. Formal Motions

- 21.1** Unless otherwise prohibited, a Formal Motion may be moved at any time and, upon being seconded, must be dealt with immediately by the Chairperson.
- 21.2** The mover of a Formal Motion must not have moved or seconded the motion before the Meeting or any amendment of it.

- 21.3** A Formal Motion cannot be moved by the Chairperson.
- 21.4** Unless otherwise provided, debate on a Formal Motion is not permitted and the mover does not have a right of reply.
- 21.5** Other than in relation to the time, date and place of a proposed adjournment, a Formal Motion cannot be amended.
- 22. General Business**
- 22.1** Members may raise items of General Business without notice to other Members relating to any matter, provided that the motion moved in relation to the item of General Business only calls to receive information or to seek further information or an Officer report.
- 23. Urgent Business**
- 23.1** The Meeting may, by resolution, consent to the introduction and consideration of Urgent Business.
- 23.2** A motion moved in relation to an item of Urgent Business is not subject to the same limitations as a motion moved in relation to an item of General Business under sub-Rule 22.1.
- 24. Notices of Motion**
- 24.1** A Member may include a matter on the Agenda for an Ordinary Meeting by submitting a Notice of Motion setting out the matter and the motion which the Member proposes to move.
- 24.2** A Notice of Motion must be submitted by the Member in writing to the CEO in sufficient time to allow him or her to deliver the Notice of Motion to all Members and in any event no later than 48 hours prior to the Ordinary Meeting at which the Notice of Motion is to be considered.
- 25. Special Meetings**
- 25.1** A Special Meeting must be called by the CEO:
- (a) *on the request of the Chairperson or any four Members; or*
 - (b) *at their own discretion.*
- 25.2** A notice requesting a Special Meeting shall be submitted to the CEO at least seven clear business days before the proposed date of the Special Meeting.
- 25.3** If a Special Meeting is called pursuant to sub-Rules 25.1 and 25.2, the CEO must send a notice of the Special Meeting to each Member at least two clear business days before the Special Meeting.
- 25.4** Despite anything to the contrary in sub-Rules 25.2 and 25.3, the CEO may:
- (a) *accept a request under sub-Rule 25.1(a) less than seven days before the proposed date of the Special Meeting; or*
 - (b) *provide less than two days' notice of a Special Meeting under sub-Rule 25.3,*

if they are satisfied that it is necessary or desirable to call the Special Meeting on shorter notice.

26. Revocation or Alternation of Previous Resolutions

26.1 A previous resolution of the Board can only be rescinded or amended by way of a Notice of Motion submitted in:

- (a) *accordance with Rule 24; and*
- (b) *the form of Appendix A to these Governance Rules.*

26.2 The CEO must reject a Notice of Motion proposing the rescission or amendment of a previous resolution of the Board where:

- (a) *the resolution to be rescinded or amended has been acted upon;*
- (b) *the Notice of Motion has not been signed by at least two (2) Members; or*
- (c) *the Notice of Motion is delivered to the CEO more than 72 hours after the Meeting at which the resolution to be rescinded or amended was made.*

26.3 No action will be taken to implement a resolution in respect of which a Notice of Motion to rescind or amend has been submitted under this Rule 26, unless delaying implementation of the resolution would:

- (a) *rob it of its efficacy; or*
- (b) *cause the Corporation to be in contravention of a legal obligation.*

26.4 In addition to any requirements for a Notice of Motion under this Rule 26, Revocation motions are to be lodged in the form of Appendix A.

27. Debate

27.1 The Member acknowledged by the Chairperson is to speak and must not be interrupted unless:

- (a) *they are called to order; or*
- (b) *their speaking time has expired; or*
- (c) *a point of order is raised; or*
- (d) *a Formal Motion is moved.*

27.2 Members must address each other by their official titles during debate and throughout the Meeting.

28. Time Limits

28.1 A Member may speak for no longer than the time specified below, unless the Board grants an extension:

- (a) *the mover of a motion - five minutes;*
- (b) *the mover of an amendment - three minutes;*

- (c) *any other speaker - three minutes; and*
- (d) *the mover of a motion exercising the right of reply - two minutes.*

29. Voting

- 29.1** Members must vote by show of hands when the Chairperson puts a motion to the vote. The Chairperson must declare the result of the vote.
- 29.2** All Members present at a Meeting when a vote is taken may only vote once.
- 29.3** The Chairperson has, subject to the Act, a casting (second) vote if there is an equality of votes recorded on any motion.
- 29.4** The CEO must record in the minutes of the Meeting the name of any Member who requests that his or her vote be recorded against the motion or amendment.

30. Divisions

- 30.1** A Member may call for a division on any motion after the Chairperson has declared the result.
- 30.2** The Chairperson must first call upon Members voting in favour of the motion, then upon Members voting against the motion and then upon Members abstaining from voting when a Member has requested a division.
- 30.3** Members must vote by show of hands and the Chairperson must declare the result of the division.
- 30.4** The CEO must record in the minutes of the Meeting the names of the Members who voted in favour of the motion, the names of the Members who voted against the motion and the names of the Members who abstained from voting and the result of the division.

31. Point of Order

- 31.1** The Chairperson must decide on all points of order.
- 31.2** A Member may take a point of order on the grounds that a matter is:
 - (a) *contrary to these Governance Rules;*
 - (b) *defamatory;*
 - (c) *irrelevant;*
 - (d) *outside the Board's power; or*
 - (e) *improper.*

32. Conflicts of Interest

- 32.1** Any Member who has a Conflict of Interest in any matter before a Meeting must:
 - (a) *disclose the existence and nature of the Conflict of Interest immediately upon that matter being introduced; and then*

- (b) *leave the Meeting (either by leaving the room if they are physically present or taking steps to ensure that they do not have access to see or hear the debate or vote if they are present by electronic means) and not return until the next matter is being or has been introduced.*

32.2 A Member will not be taken to have a Conflict of Interest in a matter merely because the Party that they represent will or will be likely to be affected by the debate or vote on the matter.

33. Adjournment

33.1 A majority of the Members present, or the CEO if no Members are present, must adjourn a Meeting for the following reasons:

- (a) *if there are insufficient Members present to form a quorum within thirty (30) minutes of the time for which the Meeting was called;*
- (b) *if, during a Meeting, a number of Members leave the Meeting and a quorum cannot be maintained for the remainder of the Meeting; or*
- (c) *if a Member or other person impedes the conduct of the Meeting.*

33.2 A Meeting adjourned under sub-Rule 33.1 must be adjourned to a later time on the day for which the Meeting was called or for a period not exceeding fourteen (14) days.

33.3 The CEO must deliver written notice of an adjourned Meeting to all Members, except when the Meeting is adjourned to a later time on the same day, in which case the CEO will determine, in their discretion, the form of notice to be given to all Members.

33.4 In addition to adjournments under sub-Rule 33.1, the Board may by resolution adjourn any Meeting.

33.5 When a motion to adjourn a Meeting under sub-Rule 33.4 is before the Board, the Chairperson must not allow discussion on the motion to adjourn.

33.6 If a Meeting fails to pass the motion to adjourn under sub-Rule 33.4, the Chairperson must resume the Meeting from the point at which the motion to adjourn was moved.

34. Disagreement with Chairperson's Ruling

34.1 A Member may move that the Chairperson's ruling be disagreed with.

34.2 A motion under this Rule:

- (a) *shall specify the ruling to be substituted for the Chairperson's ruling;*
- (b) *shall be considered in priority to any other business; and*
- (c) *if carried, shall be acted upon instead of the ruling given by the Chairperson.*

35. Suspensions

35.1 The Board may suspend from a Meeting and for the balance of the Meeting any Member whose actions have disrupted the business of the Meeting and impeded its orderly conduct.

36. Suspension of Standing Orders

36.1 Standing orders may be suspended by resolution.

36.2 The Chairperson must reject any motion moved while standing orders are suspended other than a motion to resume standing orders.

37. Public Participation in Meetings

37.1 Although not obliged to do so, the Board may resolve to open Meetings to the public, either generally or in a particular case, by giving notice on the Corporation's website.

37.2 If the Board resolves to open a Meeting or Meetings to the public under sub-Rule 37.1, the following procedure applies:

- (a) *the Board by resolution, or the CEO by inclusion on the Agenda, may allocate time to enable any member of the public to address the Meeting;*
- (b) *any member of the public addressing a Meeting must extend due courtesy and respect to the Board and the processes under which it operates and must take direction from the Chairperson whenever called on to do so;*
- (c) *silence must be preserved by members of the public in the gallery (other than by a person in the gallery who is invited to address the Meeting) at all times during a Meeting;*
- (d) *members of the public at a Meeting must not interject, take part in the debate or otherwise behave in a disrespectful and inappropriate manner or in a manner that disrupts the Meeting;*
- (e) *members of the public must not bring any placards, posters or materials other than personal effects to the Meeting unless prior permission has been sought from and granted by the Chairperson;*
- (f) *the Chairperson may cause the removal from a Meeting of any member of the public who disrupts the Meeting or fails to comply with a direction;*
- (g) *any Authorised Officer or member of Victoria Police may remove from a Meeting any person who acts in breach of these Governance Rules when directed by the Chairperson to do so; and*
- (h) *in addition to any other basis for adjournment of a Meeting provided by these Governance Rules, the Chairperson may adjourn a disorderly Meeting.*

37.3 Where:

- (a) *attendance at a Meeting or Meetings by electronic means of communication is permitted under sub-Rule 0; and*

- (b) *the Board resolves that the Meeting or Meetings will be open to the public under sub-Rule 37.1, the provisions of sub-Rule 37.2 will apply to that Meeting with any necessary adaptations.*

38. Removal from Meeting

- 38.1** The Chairperson, the Board in the case of the suspension of a Member or an Authorised Officer on the direction of the Chairperson or the Board, may have any person removed from a Meeting for reasons of disorderly conduct.

39. Application to Committees

- 39.1** The Board will, when establishing a Committee, determine the:

- (a) *role;*
- (b) *membership;*
- (c) *quorum;*
- (d) *voting rights; and*
- (e) *meeting procedures,*

applicable to the Committee.

- 39.2** The Board may determine that the meeting procedures applicable to a Committee under sub-Rule 39.1(e) will be those provided in Part D of these Governance Rules.

Appendix A

WHITEHORSE MANNINGHAM REGIONAL LIBRARY CORPORATION

GOVERNANCE RULES

REVOCATION MOTIONS

Notices of Motion to rescind or amend a previous resolution of the Board must be in the format set out below:

1 It is the intention of _____ (Board Member) to move at the Meeting to be held on ____/____/_____ that the resolution of the Board carried on ____/____/_____, viz:

be revoked / amended and subject to that motion being carried, in its place, we propose to move / by adding/removing words as follows:

Signature

Signature

Name

Name

This notice was received by me at _____ am/pm on ____/____/_____

CHIEF EXECUTIVE OFFICER

ATTACHMENT 4: LOCAL LAW 3 - Meeting Procedures and Use of the Common Seal

Published separately

ATTACHMENT 5 Instrument of Delegation to Chief Executive Officer



INSTRUMENT OF DELEGATION TO CHIEF EXECUTIVE OFFICER 2025

Whereas the Whitehorse Manningham Regional Library Corporation has by resolution on the 19th of March 2025 determined to delegate those of its powers, duties and functions in the manner set out below:

Now therefore the Board by this instrument.

- i) delegates to its Chief Executive Officer all the powers, duties and functions of the Regional Library which the Board is authorised to delegate in accordance with the Local Government Act, 1989 (Section 197B) with the following exceptions:
 - That any delegation to expend funds be limited to \$300,000, within approved budget parameters.
 - That no delegation to borrow funds be authorised without the approval of the Board;
 - That the entry into any contract other than staff contracts to the value of \$300,000 or more require Board approval;
- ii) authorises the Chief Executive Officer to delegate such powers of the Board to a member or members of library staff according to the Whitehorse Manningham Regional Library Corporation Schedule of Authorisation Levels.

NOTES

- 1) For the purposes of this Instrument of Delegation the Chief Executive Officer means any person appointed by the Board to be its Chief Executive Officer or any person acting in that position.
- 2) The powers delegated to the Chief Executive Officer include the power to accept, negotiate or decline contracts, tenders, purchasing agreements or any other arrangements for:
 - The supply of goods, services plant or capital items or other assets of the Corporation;
 - The disposal of goods, services plant capital items or other assets of the Corporation;

- The provision of services by the Corporation to any person or organisation.
- 3) The Chief Executive Officer shall take custody of the Corporation's Common Seal. The Seal will be attached to a document only when such decision has been authorised by formal decision of the Corporation. Where a document does not need to be executed under the Seal of the Corporation it may be signed by the Chief Executive Officer or any other officer who has the power to approve the transaction involved.
 - 4) Delegation in personnel matters will follow the principle that the Chief Executive Officer will be responsible for recruiting, training, promoting and dismissing senior staff reporting to the Chief Executive Officer and that the next level of staff will be responsible for the recruitment, promotion, dismissal of all staff in their respective functional areas providing that more junior supervisory staff may participate, train and recommend actions in regard to recruitment, appointment and dismissal of staff. All staff appointments, promotions and dismissals must be authorised by the Chief Executive Officer.
 - 5) The Chief Executive shall determine on any issue or take any action arising out of or connected with any duty imposed, or function or power conferred on the Corporation under the Act or any other Act.

DATED the 19th day of March 2025

The COMMON SEAL of the WHITEHORSE MANNINGHAM REGIONAL LIBRARY CORPORATION was affixed hereto in the presence of:

Signed _____
(Chairperson)

Signed _____
(Chief Executive Officer)

SCHEDULE OF AUTHORISATION LEVELS

In accordance with the Local Government Act 1989

NAME / TITLE	CONTRACT	SUPPLY OF GOODS & SERVICES BY WMRLC	PROVISION OF GOODS & SERVICES BY WMRLC	WAIVER/ REFUND
CEO Sally Both	\$300,000	\$300,000	\$300,000	\$20,000
Managers Julie Lawes Jonathan Gosden Katie Norton Tracey Olive Prathap Wickramage	Nil	\$5,000	\$5,000	\$500
Co-ordinators, Branch Managers, Team Leaders	Nil	Nil	Nil	\$150

Note:

1. Electronic Funds Transfer is authorised by the Corporation's Finance Manager and then notified to the Chief Executive Officer
2. Notice of Authority registered with the Commonwealth Bank of Australia - Julie Lawes, Sally Both, Jonathan Gosden, Tracey Olive, Katie Norton



QUARTERLY FINANCIAL BOARD REPORT
QUARTER ENDING: 31 December 2024

1. OVERVIEW

The Board adopted the 2024/25 Budget at its Ordinary Meeting held on 22 May 2024. This quarterly financial status report covers the period commencing on 1 July 2024 and ending on 31 December 2024 representing the first half of the 2024/2025 Financial Year. The report summarises the Corporation's financial performance, it includes a:

- Capital Expenditure Statement
- Income Statement
- Balance Sheet
- Cash Flow Statement

2. CAPITAL WORKS

Statement of Capital Works	2024/2025 Adopted Budget	2024/2025 Forecast	Forecast Variance to Budget	YTD Budget	YTD Actual	YTD Variance
EXPENSES						
Collection Resources	1,820,250	1,820,250	0	910,125	931,598	(21,473)
Furniture & Equipment	69,615	95,288	(25,673)	34,808	17,068	17,740
IT assets	190,000	257,921	(67,921)	95,000	74,978	20,022
Motor Vehicles	0	26,133	(26,133)	0	0	0
TOTAL CAPITAL WORKS	2,079,865	2,199,592	(119,727)	1,039,933	1,023,644	(16,289)
Represented by: Asset Renewal Expenditure	2,079,865	2,079,865	(119,727)	1,039,933	1,023,644	(16,289)
Source of Funding						
Council Contributions	2,079,865	2,079,865				
Funds Carried forward		119,727				
Total Funding	2,079,865	2,199,592				

YTD Variances

- \$119,727 unexpended Capital was carried forward from the previous year and relates to projects in progress.
- YTD Capital expenditure variances to budget are related to timing of orders and IT projects.

3. INCOME STATEMENT

Income Statement to 31 December 2024	2024/25 Budget	2024/25 Forecast	Forecast Variance to Budget	YTD Budget	YTD Actual	YTD Variance
	\$	\$	\$	\$	\$	\$
INCOME						
Council Contributions	9,991,482	9,991,482	0	4,995,741	4,995,741	0
Manningham Special Projects	0	461,859	461,859	0	288,570	288,570
State Government Funding	1,961,879	1,914,028	(47,851)	980,940	957,014	(23,926)
User Charges	124,140	110,892	(13,248)	62,070	55,945	(6,125)
Investment Interest	120,000	125,458	5,458	60,000	62,729	2,729
Other Grants	139,451	144,248	4,797	69,726	144,248	74,522
TOTAL INCOME	12,336,952	12,747,966	411,014	6,168,476	6,504,246	335,770
Expenses						
Employee costs	8,534,834	8,727,830	(192,996)	4,267,417	4,338,915	(71,498)
Operating Expenses	1,827,614	1,743,674	83,940	913,807	934,165	(20,358)
Manningham Special Projects	0	461,859	(461,859)	0	238,644	(238,644)
Grant Expenditure	139,451	144,248	(4,797)	69,726	28,595	41,131
Depreciation	1,401,447	1,656,740	(255,293)	700,724	828,370	(127,647)
Net loss on disposal	483,183	483,183	0	241,592	-	241,592
TOTAL EXPENSES	12,386,529	13,217,534	(831,005)	6,193,265	6,368,689	(175,425)
Surplus/Deficit	(49,577)	(469,568)	(419,991)	(24,789)	135,557	160,346
Transfer from Reserve	158,515	158,515	0			
Surplus(deficit) c/fwd	86,296	84,667	(1,629)			
Anticipated Net Result	195,234	(226,386)	(421,620)			

KEY YTD VARIANCES

Income

- Manningham Special Projects (Warrandyte Library and additional hours at Doncaster and The Pines Library) are not included in the budget.
- YTD State Government Public Libraries Funding is \$24k unfavourable to budget as no increase to this funding has been made from the previous year. The full year State Government Public Libraries Funding will be \$47,851 unfavourable to budget.
- YTD Income from User Charges is \$6,125 unfavourable to budget and relates to lower than anticipated meeting room hire.
- YTD Interest Income is \$2,729 favourable to budget.

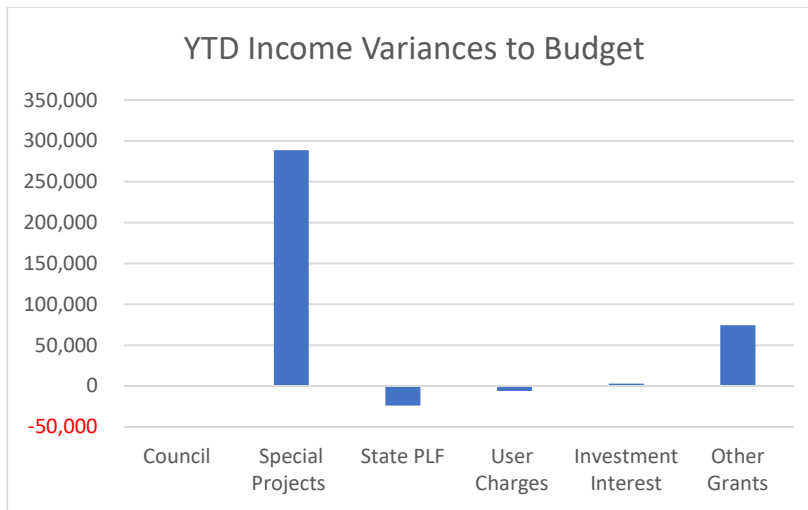
- YTD Other Grant Income is \$74,522 favourable to budget and relates to \$59,731 unexpended Grant Income carried forward from the previous year for projects in progress, and unbudgeted program grants.

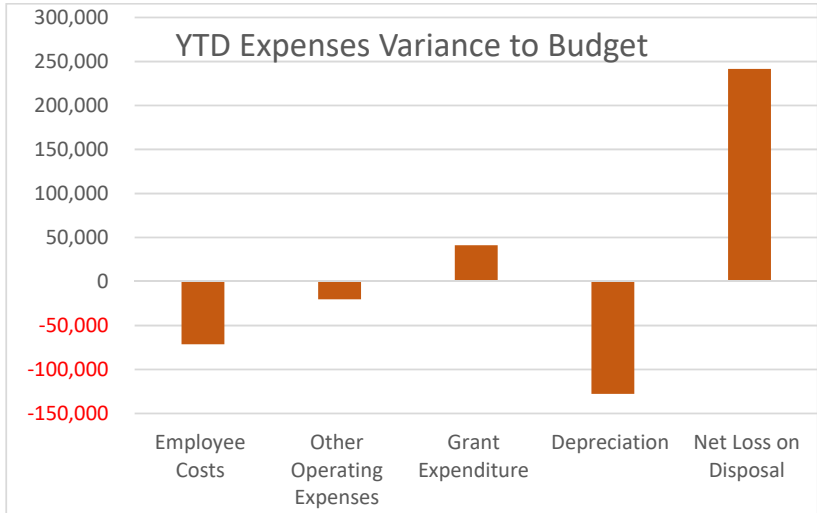
Operating Expenditure

- YTD Employee costs \$71,498 unfavourable to budget due to higher than usual staff absences (planned and unplanned) and associated backfilling costs, recruitment and onboarding costs associated with higher than usual staff turnover, and WorkCover increases.
- YTD Utilities are \$27,803 favourable to budget and relates to the upgrade in air conditioning at some libraries including the removal of gas at Vermont South Library.
- YTD Library Collection Resources (excluding capital collections) are \$35,271 unfavourable to budget and relates to timing of Electronic Resource subscriptions and increases to the cost of Newspaper and Magazine subscriptions.
- YTD IT costs are \$11,267 favourable to budget due to a new ISP contract, partly offset by increases in software licenses and associated services \$6,550 unfavourable to budget.
- YTD Insurance is \$9,289 unfavourable to budget due to escalation in cost of policies.
- Depreciation relates to Library Collections, IT Equipment, Furniture and Equipment and Motor Vehicle assets, and is a non-cash expense recognised in the Income statement.

Grant Expenditure

- YTD Grant Expenditure is \$41,131 favourable to budget and relates to timing of projects.





Projected Year End Result

The Board adopted the 2024/25 Budget at its Ordinary Meeting held on 22 May 2024, projecting a shortfall in revenue to be bridged by a \$158,515 transfer from reserves.

The projected year end result is an overall net negative result, partly offset by a carried forward operating surplus of \$84,667 from the previous year. As at December 2024 the total projected transfer required from reserves is forecast to be \$324,843. The forecast is reviewed at the end of each month.

4. BALANCE SHEET

Balance Sheet as at 31 December 2024	2024/2025 31 Dec-24	2023/2024 30-Jun-24
Assets		
Current Assets		
Cash and Cash Equivalents	3,370,552	1,426,586
Money Market Restricted LSL	1,450,870	1,416,930
Receivables	150,544	125,574
Prepayments	337,266	75,600
Accrued Income	24,932	26,981
Total Current Assets	5,334,164	3,071,671
Non-Current Assets		
Resources and Equipment	8,523,892	8,363,088
Total Non-Current Assets	8,523,892	8,363,088
<i>Total Assets</i>	13,858,056	11,434,759
Liabilities		
Current Liabilities		
Payables	800,721	494,590
Revenue Received in Advance	1,954,049	0
Provisions	1,828,126	1,800,566
Total Current Liabilities	4,582,896	2,295,156
Non-Current liabilities		
Provisions	148,007	148,007
Total Non-Current Liabilities	148,007	148,007
<i>Total Liabilities</i>	4,730,903	2,443,163
Net Assets	9,127,153	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	135,557	-
Total Equity	9,127,153	8,991,596

Commentary

- Cash and Investments totalled \$5.3 million at 31 December 2024. This includes a restricted investment for Long Service Leave.
- At 31 December 2024 Cash Reserve balance is \$602,890 and IT Capital Reserve is \$321,908
- Resources and Equipment - Library Resources and IT Equipment assets have been updated
- Payables include payment owing for BAS and Super Guarantee Payments.
- Revenue Received in Advance – State Government Public Libraries Funding for 2024/25 was received in full in July 2024, and Manningham Council paid their 3rd Quarter contribution in December 2024.

5. CASH FLOW STATEMENT

Cash Flow as at 31 December 2024	2024/2025 31 Dec-24	2023/2024 30-Jun-24
<i>Cash flows from operating activities</i>		
Council Contributions	6,256,377	10,211,601
Government Grants	1,914,028	1,914,028
Interest Income	64,778	193,475
Other Income	55,944	168,240
Other Grants	144,248	177,962
Payments to Employees / Suppliers	(5,468,295)	(11,435,888)
Net cash provided by operating activities	2,967,080	1,229,418
<i>Cash flows from Investing Activities</i>		
Payments for Resources, IT & Equipment	(989,173)	(2,101,814)
Proceeds from sale of Equipment	0	5,059
Net cash provided by investing activities	(989,173)	(2,096,755)
Net increase (decrease) in cash held	1,977,904	(870,339)
Cash at the beginning of the year	2,843,518	3,713,857
Cash at the end of the year	4,821,422	2,843,518
Reconciliation of Operating Result and Net Cash Flows from Operating Activities		
For the period ending 31 December 2024		
<i>Net surplus (deficit) from operations</i>	135,557	11,138
Depreciation	828,370	1,186,719
(Profit) Loss on Disposal of Fixed Assets	0	658,953
Net movement in current assets & liabilities	2,003,153	(627,392)
Net cash inflow (outflow) from operating activities	2,967,080	1,229,418
<i>Cash Resourcing</i>		
Cash Assets	4,821,422	2,843,518

Commentary

- Cash flow in line with income statement variances.

Conclusion

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

ATTACHMENT 7 Quarter 2 YTD 2024/25 Library Activity Trends

Performance Overview	YTD 24/25	Trend compared to same period last year
Total Branch Visits	475,670	+1.03%
New Members	6,844	+0.45%
Adult Program Attendance	7,066	+23.27%
Children and Youth Program Attendance	30,375	+1.90%
Information Enquiries	49,389	-3.94%
Total Loans	3,097,569	+70.81%
Home Library Service Loans	27,000	-4.59%
Public Computer	70,714	+20%
Catalogue Searches	210,290	-90.91%
App Launches	178,653	+29.97%

Notes:

Catalogue searches: from this financial year, we are now counting unique visits to the catalogue, not pageviews – this accounts for the dramatic drop.

Total loans: different metrics for Press Reader and Ancestry to align with PLV metrics – this account for the large increase in loans.

Doncaster Library closed for 2 weeks Aug 2024 for building works

Vermont South Library closed 2 weeks Dec 2024 maintenance works

Activity data includes Warrandyte Library and additional hours at Doncaster and The Pines

Loans

	Jul 2023 – Dec 2023	Jul 2024 – Dec 2024	Change	%Change
Blackburn	34,477	33,985	-492	-1.43%
Box Hill	114,298	108,674	-5,624	-4.92%
Nunawading	161,866	165,222	+3,356	+2.07%
Vermont South	94,390	84,460	-9,930	-10.52%
Bulleen	42,320	40,359	-1,961	-4.63%
Doncaster	146,439	140,160	-6,279	-4.29%
The Pines	95,107	99,035	+3,928	+4.13%
Warrandyte	11,414	12,619	+1,205	+10.56%
Virtual Loans - Renewals	564,516	578,679	+14,163	+2.51%
Virtual Loans -e-resources	548,608	1,834,376	+1,285,768	+234.37%
TOTAL	1,813,435	3,097,569	+1,284,134	+70.81%
Loans to Home Library Service Members	28,298	27,000	-1,298	-4.59%

Branch Library Visits

	Jul 2023 – Dec 2023	Jul 2024 – Dec 2024	Change	%Change
Blackburn	20,120	20,474	+354	+1.76%
Box Hill	85,124	84,205	-919	-1.08%
Nunawading	75,541	85,971	+10,430	+13.81%
Vermont South	47,480	45,829	-1,654	-3.48%
Bulleen	30,611	32,159	+1,548	+5.06%
Doncaster	138,423	126,730	-11,693	-8.45%
The Pines	59,612	65,098	+5,486	+9.20%
Warrandyte	13,902	15,204	+1,302	+9.35%
TOTAL	470,813	475,670	+4,857	+1.03%

Customer Enquires responded to by library staff

	Jul 2023 – Dec 2023	Jul 2024 – Dec 2024	Change	%Change
Blackburn	1,911	1,469	-442	-23.13%
Box Hill	4,524	6,525	+2,001	+44.23%
Nunawading	9,698	7,423	-2,275	-23.46%
Vermont South	5,421	4,862	-559	-10.31%
Bulleen	4,810	5,252	+442	+9.19%
Doncaster	13,832	12,389	1,443	-10.43%
The Pines	7,085	7,501	+416	+5.87%
Warrandyte	1,885	1,924	+39	+2.07%
Via Web	247	205	-42	-17%
Suggested Purchases	2,000	1,799	-201	-10.05%
TOTAL	108,310	81,126	-27,184	-25.10%

Children's and Youth Services – Program Attendances

	Jul 2023 – Dec 2023	Jul 2024 – Dec 2024	Change	%Change
Blackburn	972	1179	+207	+21.30%
Box Hill	3,644	4,831	+1,187	+32.57%
Nunawading	4,844	5,200	+356	+7.35%
Vermont South	4,052	3,257	-795	-19.62%
Bulleen	3,053	3,280	+227	+7.44%
Doncaster	6,001	5,292	-709	-11.81%
The Pines	3,319	3,443	+124	+3.74%
Warrandyte	968	919	-49	-5.06%
Online	87	169	+82	+94.25%
Off site	2,868	2,804	-64	-2.23%
TOTAL	29,808	30,374	+567	+1.90%

Adult Program Attendances

	Jul 2023 – Dec 2023	Jul 2024 – Dec 2024	Change	%Change
Blackburn	162	200	+38	+23.46%
Box Hill	426	884	+458	+107.51%
Nunawading	512	692	+180	+35.16%
Vermont South	623	981	+358	+57.46%
Bulleen	384	351	-33	-8.59%
Doncaster	1,296	1,486	+190	+14.66%
The Pines	342	339	-3	-0.88%
Warrandyte	478	425	-53	-11.09%
Online	260	167	-93	-35.77%
Off site	1,249	2,061	+812	+65.01%
TOTAL	5,732	7,586	+1,854	+32.34%

Website & Catalogue Activity

	Jul 2023 – Dec 2023	Jul 2024 – Dec 2024	Change	%Change
Library Website visits	462,468	447,265	-15,203	-3.29%
Catalogue Searches	2,314,822	210,290	-2,104,532	-90.92%
App launches	137,460	178,653	+41,193	+29.97%
Virtual loans (Internet renewals)	564,516	578,679	+14,163	+2.51%
Virtual loans (database usage)*	548,608	1,834,376	+1,285,768	+234.37%
TOTAL	4,027,874	3,249,263	-778,611	-19.33%

*Note: Database metrics changed from July 2024 to align with Public Libraries Victoria benchmarking

Public Computer Use

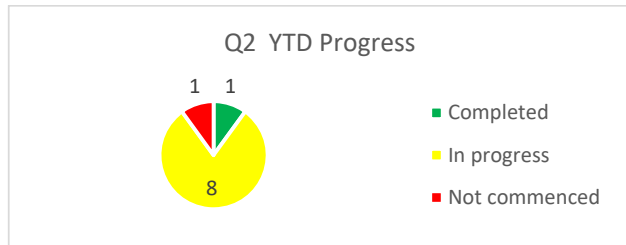
	Jul 2023 – Dec 2023	Jul 2024 – Dec 2024	Change	% Change
Blackburn	2,281	2,047	234	-10%
Box Hill	18,789	21,335	2,546	+14%
Nunawading	9,169	14,304	5,135	+56%
Vermont South	4,209	4,140	69	-2%
Bulleen	4,488	3,605	883	-20%
Doncaster	14,862	18,563	3,695	+25%
The Pines	4,570	5,388	818	+18%
Warrandyte	654	1,294	640	+20%
Nintendo Wii sessions	110	38	72	-65%
TOTAL	59,132	70,714	11,582	+20%

WiFi Activity	Jul 2024 – Dec 2024 Users	Jul 2024 – Dec 2024 Usage GB	new measure, historic data not available	
Blackburn	1,700	579		
Box Hill	15,956	24,166		
Nunawading	6,582	8,067		
Vermont South	2,636	3,220		
Bulleen	1,174	920		
Doncaster	17,632	23,382		
The Pines	4,164	2,887		
Warrandyte	1,842	1,293		
TOTAL	51,686	64,514		



New Members

	Jul 2023 – Dec 2023	Jul 2024 – Dec 2024	Change	%Change
Blackburn	730	826	+96	+13.15%
Box Hill	1,555	1,467	-88	-5.66%
Nunawading	1,036	1,068	+32	+3.09%
Vermont South	582	550	-32	-5.50%
Bulleen	378	314	-64	-16.93%
Doncaster	1,524	1,665	+141	+9.25%
The Pines	676	617	-59	-8.73%
Warrandyte	307	305	-2	-0.65%
Home Library	25	32	+7	+28%
TOTAL	6,813	6,844	+31	+0.46%

ATTACHMENT 8 Quarter 2 2024/25 SERVICE PERFORMANCE REVIEW



	Headline	Q2 Key Performance Indicators at a glance	Q2 Key Story Highlights
	COMMUNITY PARTICIPATION AND ENGAGEMENT	+6,844 new memberships (0.5% increase compared to Q2 23/24) ↑ +5.3% increase in program attendances compared to Q2 23/24 ↑ +1% increase in visitations compared to Q2 23/24 ↑ +20% increase in public computer use compared to Q2 in 23/24 ↑	Customer feedback this quarter included 22 compliments (staff / programs/ collection), 14 complaints (Noise / Lack of Space at Box Hill and Parking at Box Hill) and 10 service suggestions (collections/programs).
	MARKETING AND COMMUNICATIONS	+2% e-news subscriptions ↑ +2% increase in open rate of e-news in Q2 compared to previous quarter ↑ 4,700 Facebook followers ↑ 1,500 Instagram followers ↑	eNewsletter open rate was 47% 300 new subscribers to e-Newsletter 40 new Facebook subscribers 50 new Instagram followers
	LIBRARY COLLECTIONS AND RESOURCES	Loans of physical items maintained at same level as Q2 23/24 YTD → 26% increase in loans of eBooks Q2 compared to Q1 ↑ +30% use of Library App compared to Q2 23/24 ↑	eBook consortium launched Oct 2024 providing library members with access to the shared ebook collections of all three library services. Oct-Dec loans of ebooks by WML members increased 26% compared to the previous 3 months, over 35,000 loans of other library service collections by WML members and loans of WML ebook collection increased by 20%

	Headline	Q2 Key Performance Indicators at a glance	Q2 Key Story Highlights
		1,799 customer Collection Suggested Purchases Q2 compared to 1,000 in Q1 ↑	.
	MANAGEMENT AND ADMINISTRATION	8.3% YTD staff turnover rate in Q2 compared to 4.63% YTD in Q2 FY 23/24 ↑	IT Strategy Actions Progress @ Dec 2024: 43 actions completed, 25 in progress, 17 pending, 4 cancelled
	REPORTING AND GOVERNANCE	3 x Policies reviewed 51,686 Wi-Fi users & 64,514 GBs of data in Q2	Review of Local Law 3 - Meeting Procedures completed Draft Governance rules developed Board Code of Conduct reviewed and adopted Public Wi-Fi usage metrics changed following hardware upgrade, enabling measurement of usage at individual library level