

# ANNUAL REPORT 2021-22





*Your Library* (Eastern Regional Libraries) acknowledges the Aboriginal Traditional Owners of Country throughout our region, and pays respect to their cultures and Elders past, present and emerging.

# CONTENTS

---

<b>PART 1: YEAR IN REVIEW</b>	<b>02</b>
Reflections	03
Governance	06
Connecting with our community	11
Connecting with adults	14
Connecting with children, young people and families	18
Knox City Council	24
Maroondah City Council	36
Yarra Ranges Council	44
<b>PART 2: CORPORATE MATTERS</b>	<b>52</b>
Marketing and promotions	53
Collections	55
Regional statistics	57
Business and technology	61
Operations report	63
Legislative compliance	70
<b>PART 3: FINANCIAL REPORT</b>	<b>72</b>
Financial Report	73
Financial Statements	79
Notes to Financial Statements	88

# PART 1

## Year in review

# REFLECTIONS

## MESSAGE FROM THE CHAIR

**“It gives me great pleasure to present the 2021–22 annual report of *Your Library*. It has been another amazing year with great outcomes for our communities! I hope you enjoy reading our annual report as much as I did. The services we provide, and the advocacy we undertake, would not be possible without the commitment of my fellow Board Members and the support of our Member Councils.”**



**Cr Kylie Spears**  
Maroondah City Council

### Board highlights

Demonstrating our focus on environmental, social and governance (ESG), we became the first library in Australia to commit to having environmentally sustainable book covering. Approximately 30,000 new books are purchased by the Eastern Regional Libraries Corporation (*Your Library*) annually. To make sure they have a long life and can be borrowed by multiple users, we used to cover them in protective plastic. Working with our suppliers, *Your Library* will now be the first library in Australia to adopt a biodegradable book covering, which breaks down in landfill without leaving microplastics. The new book covering will be applied to all new books purchased from 1 July 2022.

The Board made an in-principle decision to move to a new corporate structure, a company limited by guarantee, to be known as *Your Library Limited*.

### Key service highlights

Despite the ongoing challenges of COVID-19 and its variants, we experienced amazing growth in many areas.

- 37,057 participants attended 2,232 events
- 27,047 participants attended 1,580 storytimes
- 2,620,484 loans (10.6% increase) – 1,776,560 physical checkouts and 843,924 digital checkouts
- 664,722 visits to branches (11.4% increase)
- 13,000 activity packs for children distributed
- 15,318 new members
- 95,823 newsletter subscribers (a new record)
- 3,860 user hours on our public PCs every month
- 5,656 Click and Collect orders
- 332,489 unique visits to our website (24% increase)
- Almost 700 loans from our new mini library at Miller’s Homestead (12% increase per month since its March 2022 opening)
- Express services delivering continued benefits to community – Knox Express had 55,374 checkouts in six months and Belgrave Express had 9,021 checkouts in five months

We managed to achieve all this – and more, as you will see in this report – despite the time lost through branch closures because of the COVID-19 pandemic.

## Service to our communities

Our team, whether on the frontline or in administration, has given another year of great service to our communities.

Congratulations to all our staff across the region for their continued efforts to maintain such high standards and deliver valuable and rewarding service to our members and communities.

The frontline team can only achieve this with the great support of our administration team, who provide the back-of-house resourcing for materials acquisition, eResources, marketing, IT, organising events, Human Resources and much more. In turn, this is made possible by the caring and committed leadership of our Corporate Management Team.

Thank you also to our volunteers and partners. Without your support we could not deliver such a broad range of services and activities to our diverse and widespread communities.

As I sign off on another great year for *Your Library*, thank you all for your efforts on behalf of the communities we serve.



### Launch of the environmentally sustainable book covering

Front row, L to R: Cr Kylie Spears - Maroondah City Council, Chair ERLC; Cr Susan Laukens - Mayor, Knox City Council; Cr Marcia Timmers-Leitch - Knox City Council; Cr Yvonne Allred, Knox City Council.

## MESSAGE FROM THE CEO

**“The United Nations recently said, “Libraries play a vital role in improving outcomes across the Sustainable Development Goals. They promote universal literacy, provide access to information, advance digital inclusion, preserve and provide access to the world’s culture and heritage, serve as centres for research and much more.”**

**At Your Libraries, we couldn’t agree more. This year we have put in place practical and achievable actions towards these goals and monitored and reported on our progress. I am very proud of what we have achieved together.”**



**Joseph Cullen**  
CEO

This year, our annual report links our achievements to the United Nations Sustainable Development Goals. This was a decision formalised in the Library Plan 2021-2025. Each of the seven key directions identified in the Library Plan relate directly to the Sustainable Development Goals.

We have used these goals – which include reducing poverty, quality education, affordable energy and responsible consumption – to guide how we plan our services, programs and partnerships. For *Your Library*, these are not abstract or aspirational aims. We have designed and delivered practical activities that have achievable and meaningful outcomes. We have introduced environmentally sustainable book coverings to reduce our use of plastic, distributed kits to help people measure and reduce how much water and energy they use in their own homes and entered into partnerships to help community members improve their literacy and job-readiness.

Despite another year of managing ongoing lockdowns and the challenges presented by the COVID-19 pandemic, our staff have worked hard to ensure that our services and programs remained available to the community. And, like all library services across the world, this pandemic has helped us realise that we must create new pathways to the library. There are many people in our community who could benefit from our programs and services but who, for a range of reasons, have not been able to access them. Now more than ever, libraries must move outside their four walls and reach out to those people in innovative and creative ways.

To this end, we have kept some events and activities online even after our branches reopened, to make them even more accessible than before. The *Your Library* app now includes a Click and Collect service and our newest digital resource, Studiosity, offers personalised support for students of all ages and at all levels of education. Outside the online space, another major highlight of this year was the opening of Miller’s Homestead in Boronia in March 2022. Many people who may never have visited a library before came to borrow books, spend time in the grounds and attend events such as Cultural Diversity Week, International Women’s Day and a celebration of 85 years of Boronia’s Country Women’s Association.

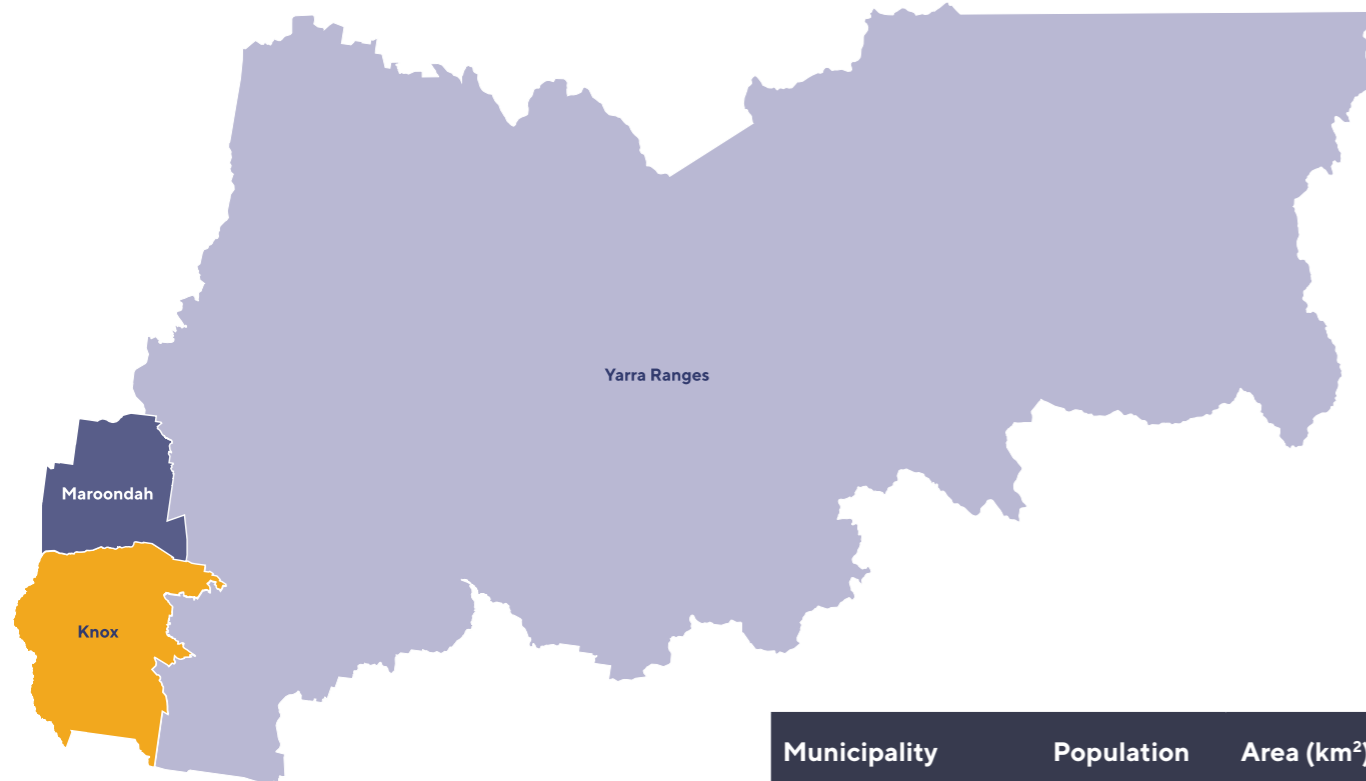
While I am confident that our work is valuable for – and valued by – our community, it is important that we never assume we are meeting everyone’s needs and expectations. To put that to the test, this year we participated in the 2022 Victorian Public Library Survey and also ran our own survey. I was delighted with both the overwhelming response to these two surveys and the results. In the first, our services, performance and staff rated very highly, performing better than average for Victorian libraries. Even better, in the second, nearly two-thirds of people we surveyed rated us 10 out of 10.

*Your Library* is committed to continue providing excellent and innovative services to everyone in our community. Thank you to our wonderful staff, supporters, partners, volunteers and community members who make everything we do possible.

# GOVERNANCE

## Eastern Regional Libraries Corporation

Eastern Regional Libraries Corporation (ERLC), known as *Your Library*, provides library services to Knox City Council, Maroondah City Council and Yarra Ranges Council. Together, the three municipalities cover a large geographic area in the outer metropolitan area of Melbourne, on the land of the Wurundjeri people of the Kulin Nation.



There is a diverse range of communities with a combined population of 430,214, according to the ABS 2021 Census.

Municipality	Population	Area (km <sup>2</sup> )
Knox	159,103	114
Maroondah	115,043	61
Yarra Ranges	156,068	2,500
<b>Total</b>	<b>430,214</b>	<b>2,675</b>

The Eastern Regional Libraries Corporation was established in 1996 by the Member Councils in accordance with the Local Government Act 1989, section 196. The Board governs the Corporation in accordance with the relevant provisions of the Local Government Act, the Regional Library Agreement and other adopted policies and procedures.

The Board is made up of two nominated Councillors from each of the Member Councils. The day-to-day management of the Corporation is the responsibility of the Chief Executive, supported by the Corporate Management Team, and Council officers with responsibility for library services.

## Your Library Board

The ERLC is very fortunate to have a highly skilled and supportive Board at the helm. The Board is committed to environmental, social and governance (ESG) and the United Nations Sustainable Development Goals and uses these to set ERLC's Corporate Plan and strategies.



**Cr Yvonne Allred**  
Knox City Council



**Cr Tasa Damante**  
Maroondah City Council



**Cr Len Cox**  
Yarra Ranges Council



**Cr Marcia Timers-Leitch**  
- Deputy Chair  
Knox City Council



**Cr Kylie Spears**  
- Chair  
Maroondah City Council



**Cr Fiona McAlister**  
Yarra Ranges Council

Council	Board membership changes in 2021-22
Knox	No change
Maroondah	No change
Yarra Ranges	Cr McAllister joined the Board Cr Eastham left the Board

## Board meetings

The Board met five times during 2021–22 and, with the assistance of its Corporate Management Team, will meet all of its statutory deadlines. The number of meetings and attendances are as follows:

Council	Councillor	Number of meetings	Number of meetings attended
Knox	Cr Allred	5	5
	Cr Timmers-Leitch	5	5
Maroondah	Cr Damante	5	5
	Cr Spears	5	5
Yarra Ranges	Cr Cox	5	4
	Cr McAllister	3	3
	Cr Eastham	2	2

## Board achievements

The Board has achieved the following:

<b>Regional Library Agreement &amp; Statutory Requirements (Local Government Act 2020)</b>	<p><b>Quarterly meetings:</b></p> <ul style="list-style-type: none"> <li>• August 2021</li> <li>• October 2021</li> <li>• February 2022</li> <li>• May 2022</li> </ul> <p><b>Special Meeting:</b></p> <ul style="list-style-type: none"> <li>• 9 March 2022</li> </ul>
<b>Reports</b>	<p><b>Adopted:</b></p> <ul style="list-style-type: none"> <li>• Annual Report 2020–21</li> <li>• Annual Financial Report 2020–21</li> <li>• <i>Your Library</i> Plan 2021–2025</li> <li>• Four quarterly Board reports</li> <li>• Budget 2022–23</li> <li>• Recommendation to our Member Councils to transition to a company limited by guarantee – acted by Member Councils</li> </ul>
<b>Policies and strategies</b>	<ul style="list-style-type: none"> <li>• Cyber Security Strategy</li> <li>• Cyber Security Framework Essential Eight Maturity Model</li> <li>• Audit &amp; Risk Advisory Committee (ARAC) Charter updated</li> <li>• Introduction of environmentally sustainable book covering</li> </ul>
<b>Board actions</b>	<ul style="list-style-type: none"> <li>• Commencement of the legal and financial transition to a beneficial enterprise</li> <li>• Introduction of Board Briefing Sessions four weeks prior to the Board Meetings</li> </ul>

## About Your Library

### The role of libraries

Libraries are more than books. They contribute to social cohesion and connections within our communities.

*Your Library* has a huge front door, both physically and virtually. We provide valuable services to the wide range of our community members, at all ages and stages of their life. From storytime for babies and their caregivers to homework clubs for teenagers, job search services for adults and delivery services to older residents in aged care, we cater to everyone.

### Our vision

Literacy and access for all – no one left behind!

### Our mission

To provide something indispensable or enriching every day – for free – to everyone in the community.

### Our partners

*Your Library* achieves our vision, mission and key directions by working in partnership with our Member Councils, other levels of governments, businesses, educators, charities, neighbourhood houses, learning centres and other not-for-profit organisations to progress our shared interest in achieving a better future for our communities.

Collaborations and partnerships are important enablers. They are a means to an end not an end in themselves.

### Our values

Our plans, decisions and actions are informed and guided by our values:

**Fairness and equity:** We are committed to advancing fairness and equity for all.

**Social responsibility:** We contribute to our community and demonstrate corporate and social responsibility.

**Diversity and inclusion:** We respect and celebrate the diversity of our communities. Acceptance and inclusion are at the core of what we do.

**Sustainability:** We build the four pillars of sustainability into everything we do.

**Agility and innovation:** We are agile and responsive to changing community needs. We provide opportunities for people to be innovative through our services, spaces and collections.

## Library Plan 2021–2025

The *Library Plan 2021–2025* is the key component in *Your Library's* strategic planning framework. It outlines the key directions that the library undertakes each year and determines the aims and objectives of every aspect of the library service.

It is made up of seven key directions, each of which relate to the United Nations Sustainable Development Goals:

- **Key Direction 1:** Literacy for all, reading for pleasure
- **Key Direction 2:** Connecting people to knowledge and each other
- **Key Direction 3:** Creative learning – a rehearsal for life
- **Key Direction 4:** All for one and one for all, working with our partners
- **Key Direction 5:** Practice sustainability and protect our environment
- **Key Direction 6:** Measure the impact and continually improve
- **Key Direction 7:** Recruiting and retaining highly motivated staff

### Sustainable Development Goals

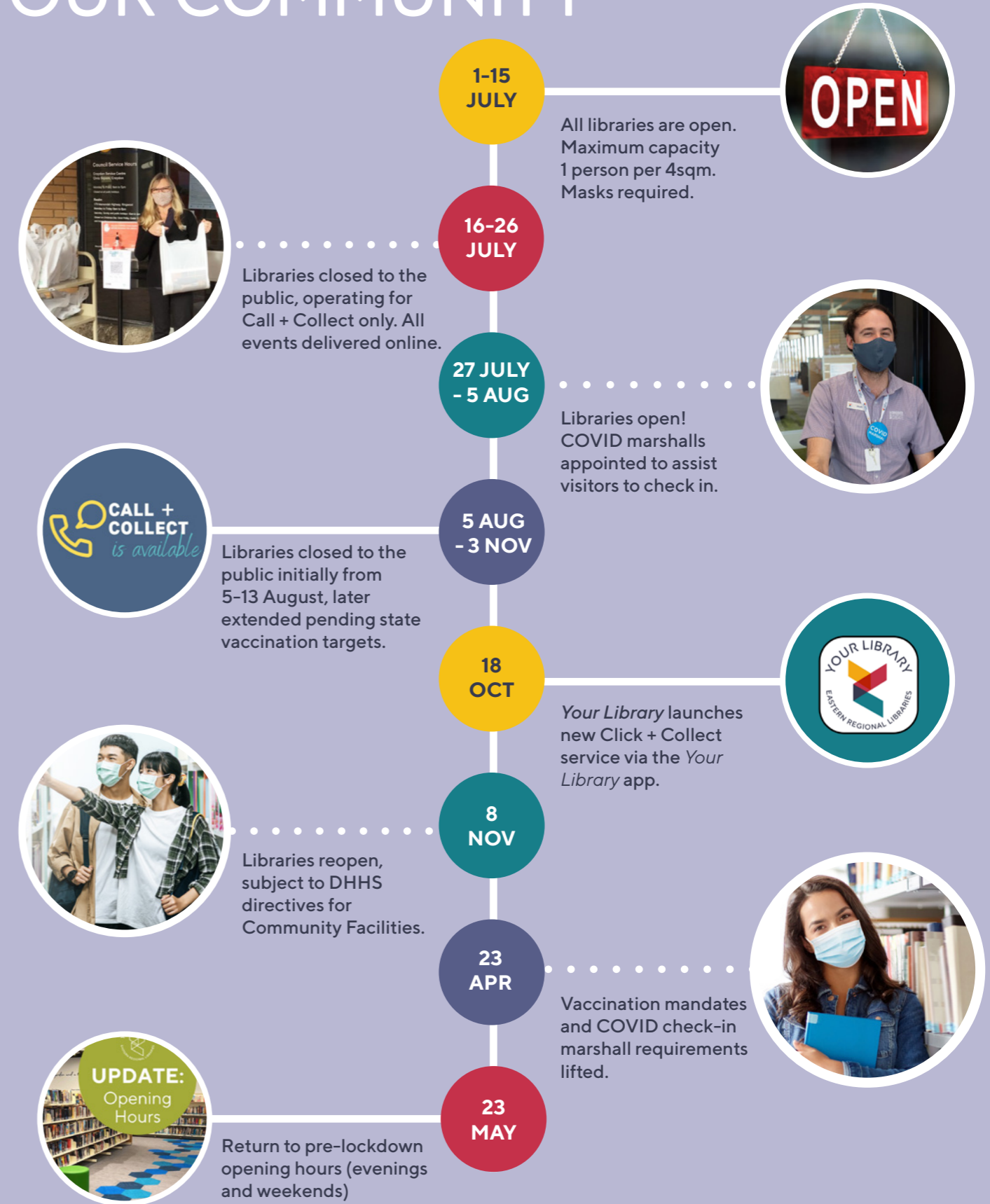
The United Nations Sustainable Development Goals (SDGs) are at the core of the United Nations 2030 Agenda for Sustainable Development. They are an urgent call for action to end poverty, improve health and education, reduce inequality and foster economic growth. They also highlight the importance of addressing climate change and protecting the environment.

*Your Library* uses the SDGs to guide the planning of our services, programs, collections, collaborations and partnerships. We address each goal directly and practically through our actions, and also provide our users with the information and resources they need to act themselves.

Throughout this report, the SDGs relevant to each business activity are indicated using the following key:



# CONNECTING WITH OUR COMMUNITY



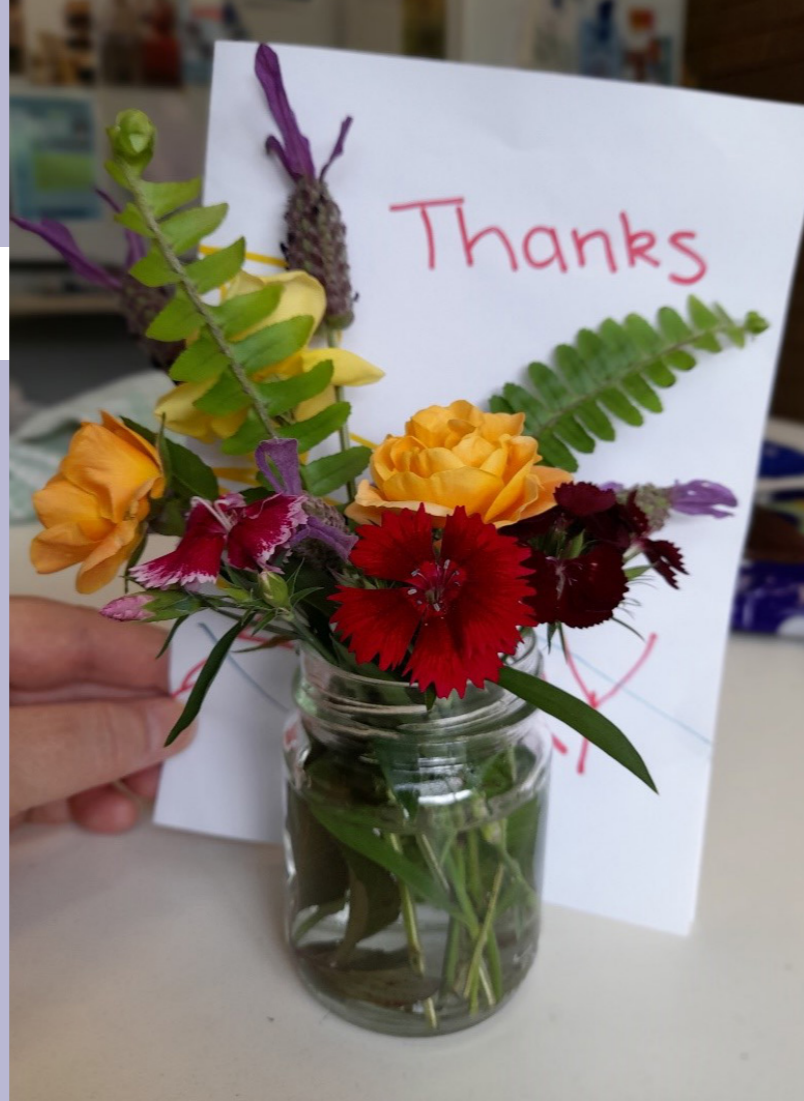
## A roller-coaster of a year

*"Miss you all - can't wait to get back to our library."* - Facebook comment

Having just come out of Melbourne's fifth lockdown, we started 2021-22 with optimism. However, it was not long before we found ourselves back to delivering remote services for our community.

While the doors were closed, we once again offered Call and Collect services, so patrons could continue to borrow items by arranging contactless collection. In October, we updated this service by launching a Click and Collect service via the *Your Library* app to streamline the service for library users.

Our staff were available to talk to people via telephone and email, and to make selections for borrowers based on their favourite genres and authors. Many borrowers remarked how much they enjoyed the selections made for them by library staff, which gave them the opportunity to read more widely and discover new authors.



*"So thankful the library is doing Click and Collect. We have you on speed dial for my eight-year-old bookworm. Books selected are always well thought out, I never think of the gems that are included for her."*

*"I rang Lilydale Library to pick up some books on reserve today and mentioned I have a nearly three-year-old daughter. Tiffany bundled up about 10 books for her too! Thanks so much for your ongoing services."*

*"Your facilities are brilliant - I am from UK where our libraries have been decimated."* - Event attendee

*"I want to thank the team at Healesville Library for the remarkable service they provided through the many lockdowns we experienced. Thanks to the efforts of this team, I was able to continue reading throughout this time when so many activities were not available. The delivery of lots of books introduced me to many new authors. Thank you - you saved my sanity!"* - Michel, Healesville

*"I am writing to thank you for working as essential workers in lockdown. We like it that you still work in the library so that we can borrow books. Without books I would be so bored. It must be hard getting all the books ready but you have done a very good job. When lockdown is over, I would like to visit the library."* - Harin

## 2021-22 highlights

Despite the challenges, there were many highlights in 2021-22.

**11.4% increase**

IN DIGITAL LOANS OF EBOOKS, EAUDIOBOOKS AND EMAGAZINES ON OVERDRIVE

**1,776,560**

PHYSICAL CHECKOUTS

**843,924**

DIGITAL CHECKOUTS

**(10.6% growth)**

**332,489 unique visits**

TO OUR WEBSITE

**37,057** USERS SPENT **3,860 hours** ON OUR PUBLIC PCS EVERY MONTH

**22.7% increase**

IN DIGITAL LOANS OF EAUDIOBOOKS ON BORROWBOX

**664,722**

VISITS TO BRANCHES

**(11.4% increase)**

DESPITE CONTINUED BRANCH CLOSURES IN LATE 2021

**15,318 new members**

TO OUR WEBSITE

**37,057** participants ATTENDED **2,232** EVENTS

**Launched Studiosity**

DIGITAL RESOURCE - A VITAL SUPPORT FOR STUDENTS AND JOBSEEKERS

**Almost 700 loans**

FROM OUR NEW MINI LIBRARY AT MILLER'S HOMESTEAD, OPENED MARCH 2022 - STEADY GROWTH OF 12% PER MONTH!

**95,823 newsletter subscribers**

- A NEW RECORD!

**5,656** CLICK + COLLECT ORDERS



# CONNECTING WITH ADULTS

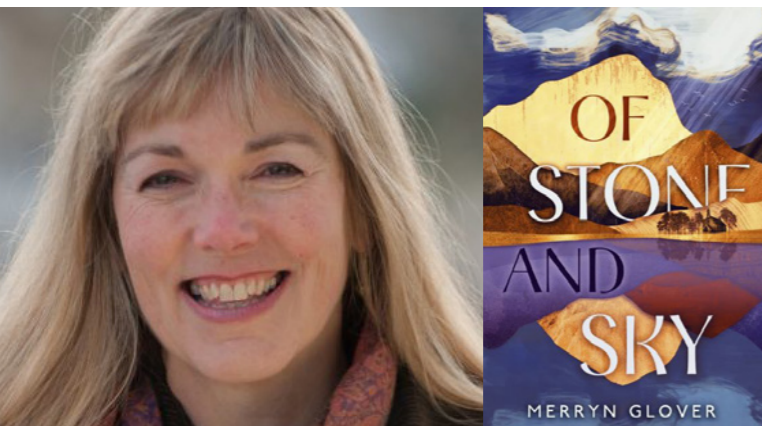
## Activity packs – why should kids have all the fun? (SDG 3)

To enhance the Call and Collect offerings, our enterprising staff created activity packs for adults. The packs included a gratitude diary, colouring in pages, word searches, puzzles and mazes. They were distributed across the region and quickly snapped up by our patrons.

*“This is beautiful. Thanks for caring for the residents of Eastern Melbourne!”*

## Online events (SDG 3, 4, 5, 10, 11, 12)

When it became clear that Melbourne’s sixth lockdown was going to last much longer than a few weeks, we began running events online, which received a mixed response from the community. While some people were keen to re-connect in the online space, others reported suffering ‘Zoom fatigue’ and said they just wanted to get back to meeting face-to-face.



### Merryn Glover: *Of stone and sky*

One advantage of hosting events online is that the presenter can be based anywhere in the world. Merryn Glover grew up in Ringwood and now lives in Scotland, where her first novel, *Of stone and sky*, was published. Merryn approached us to host a worldwide launch for her book via Zoom. At 7pm Melbourne time, interested readers from Australia, the UK and beyond joined us for a fascinating glimpse into life in the Scottish Highlands seen through the eyes of an outsider.

### Kathy Mexted: *Australian women pilots*

Kathy Mexted is a pilot who has recorded the stories of 10 other pioneering Australian women who wanted to fly. Aviation is a world dominated by men, and all her subjects faced obstacles large and small as they made their way to the sky. Kathy also shared her own story with the audience, who were inspired to hear about how learning to fly gave her faith in her own abilities and opened up a wider range of possibilities for her future.



*“Kathy was easy to listen to, and brought the characters in her stories to life! I have now bought her book.”* – Event participant

*“Great topic and engaging author. Can’t wait to return to face to face session.”* – Event participant

### Anthony McAleer: *Home front*

Tony McAleer’s new book, *Home front*, is about the impact of World War I on the Shire of Lilydale. It was launched online at an event we co-hosted with the Mt Evelyn RSL. Dr Bart Ziino, senior lecturer in History at Deakin University, did the honours and Anthony provided a fascinating glimpse into the lives of Lilydale locals and how they were impacted by the war.

*“Thank you, this was fantastic. Anthony’s presentation and was clear and the slide show illuminating. It was great to have questions later too. Thank you so much to the Library staff and everyone involved in this event. It was great to be able to participate on ZOOM. And I am looking forward to reading the book.”* – Event participant



### Backyard adventures

Although libraries have reopened, we continue to offer a limited selection of online events for community members who are unable to attend in person. Our first digital event of 2022 was a conversation with author and madcap inventor Beau Miles. Beau has a huge following for his YouTube videos that capture his crazy schemes – walking and canoeing to work (Jindavik to Frankston) for example – and they have been compiled into book form as *The Backyard Adventurer*.



The Healesville staff were captivated by Beau’s exploits. They not only organised a book giveaway, but Team Leader Sabina (pictured above) followed Beau’s lead to have her own backyard adventure by cycling 25 kilometres to work on the day of his talk.

*“It was very interesting, insightful and fun. What an intriguing fella. Also well done to the lady who hosted the talk. She had great energy, asked great questions and did a top job of guiding the conversation. You could tell she had done her research and is a fan of Beau’s work.”* – Event participant

## Return yourself to the library (SDG 3, 10, 11)

At the end of lockdown in November 2021, we were delighted to be able to reopen our doors to our communities. We participated in the statewide ‘Return yourself to the library’ promotion, coordinated by the State Library of Victoria and the Libraries Change Lives team.

Public libraries across the country have noticed that visits and loans are still significantly below pre-pandemic levels, despite lockdowns and vaccination requirements ending. Despite this, we continue to see a steady increase in visits and loans since reopening.



#ReturnYourself

Libraries Change Lives



**Technology and form filling help (SDG 1, 4, 8, 10,16)**

Each library branch now has a dedicated Tech Support Officer who is the branch champion for all things 'tech'. Their role involves training staff, working with our Digital Literacy Team on technology training outreach, and helping library users improve their tech skills through dedicated training sessions. In 2021-22 they assisted 1,879 visitors in 1,310 one-to-one technical support sessions.

*"Very encouraging and supportive. I now feel if I've forgotten how to do something she has already shown me, it would probably be ok to ask for another session and to show me again. Very grateful for this service"*  
- Annelen, Healesville

*"James was most helpful and patient... I would have no hesitation asking for help if I needed it again in the future."* - Glenice, Realm



Leap into Literacy volunteer tutors

**In-person programming returns! (SDG 1, 3, 4, 10)**

In late February 2022, our first printed booklet for two years arrived in our branches to announce the return of in-person events in our Autumn program. The 50-page edition was enthusiastically received by our library community, who were relieved to see an end to the library event drought!

While attendance at many of our programs has been lower than pre-pandemic levels, the libraries are starting to feel more energised. Since restarting in-person programs in March, we have seen a steady increase in the number of participants at our events, and had a positive response from the community for the varied programs that our libraries have delivered.

*"It was nice to feel a bit "normal" again."*  
- Event participant

*"A fun afternoon and excellent to see these events return to library, they have been missed indeed."* - Event participant

Through the work of our Regional Literacy Officer we have also established clear policy and guidelines that allow library staff to assist community members to complete official forms and documents. Since rolling out the guidelines in August 2021 we have supported over 63 people to fill out forms.



**Leap into Literacy (SDG 1, 4, 8, 10, 16)**

Over 43% of Australians do not have the literacy levels required for full and active participation in life. Although libraries are traditionally associated with people who can read and enjoy reading, we also have a part to play in breaking down the barrier that low literacy presents to so many in our community.

Leap into Literacy is a one-on-one free tutoring program where volunteers will be matched with people who would like to improve their reading, writing or language skills. We partnered with Mountain District Learning Centre to develop the program and provide training for our volunteers.



The Reading Writing Hotline then approached us as they had funding to create a volunteer tutor-training course for people working in community houses or libraries. They were looking for a partner so they could test their program before offering it to the wider community. When they found out about our Leap into Literacy initiative, they offered to train our volunteers for free.

We are now able to offer our volunteers nationally recognised training and the first cohort have just started. Our program is registered with the Reading Writing Hotline and we have already received five referrals from potential students who need support with their literacy goals.

# CONNECTING WITH CHILDREN, YOUNG PEOPLE AND FAMILIES

## Lockdown activities

### Activity packs (SDG 3, 10)

Activity packs for children continued to be a lockdown favourite in 2021, and we offered activity packs as part of the Call and Collect service. They flew out the door at all branches, with over 13,000 packs distributed across the region.



Public libraries across the country have noticed that visits and loans are still significantly below pre-pandemic levels, despite lockdowns and vaccination requirements ending. Despite this, we continue to see a steady increase in visits and loans since reopening.



### Nurturing resilience in children (SDG 3, 10)

Annette Subhani from New Pathways Life Coaching presented strategies to engage and support children during the pandemic. Her online talk covered a variety of approaches and activities including managing screen time during lockdown, finding family routines that co-exist with stay-at-home orders and making space for fun and laughter.

*"I loved the extensive, helpful, guidance Annette gave in such a positive way. It was good that it was easily understood and interactive."*  
- Library user

### School holiday programs (SDG 3, 4, 9, 10, 17)

The September school holiday program looked very different to what had initially been planned, with ongoing lockdowns resulting once again in a pivot to online events. The Children's Team quickly developed a suite of new activities, including, in partnership with Yarra Ranges Tech School, a number of take-home activity kits that could be picked up outside any library and were matched with a series of online tutorials. Events included Virtual Reality, 3D-printing online and simple science.

### Science Week (SDG 4, 5, 10, 17)

At the last moment we were also forced to move our Science Week programs online. While some events could be run digitally, others had to be postponed and we developed some new options. Fake Snow, Astronaut Ice-cream, and Egg Experiments were quickly added to the program and our planned partnership events with Girls Invent were moved online.

*"My 6 year old loved it! The small session was great as it gave her confidence to answer and participate."* - Event attendee

*"Informative, able to re-see on Facebook to pick up any missed points. Would like to see more presentations available through repeatable mediums such as Facebook, reducing travel time needed. This is a valuable presentation medium during COVID lockdowns."* - Event attendee



### Online storytimes (SDG 3, 4, 10)

The ALIA publisher's agreement allowing us to record and preserve our online storytimes for up to six months was a boon as Melbourne entered its sixth lockdown. We introduced storytimes via Zoom so that the participants could interact with their presenter.

During the lockdown, our Children's Team have become more comfortable in front of the camera and we have invested in a range of books and more technology to improve the quality of our recordings.

*"I did my first online ALIA Storytime recordings which were fun but a little nerve-racking. To my surprise, I learnt it was viewed (on a big projector) and enjoyed at the childcare centre that my son attends, which was lovely, unexpected feedback! While many storytimes and outreach sessions had to be cancelled it was very comforting to know that the online storytime was able to provide a 'virtual outreach visit.'"*  
- Melissa, Montrose

For our online Children's Book Week celebrations, we were joined by many special guest storytellers including Cr Kylie Spears and Cr Tasa Damante (Maroondah City Council), Cr Marcia Timmers-Leitch (Knox City Council), Cr Johanna Skelton (Yarra Ranges Council) and Mr Jackson Taylor MP (Member for Bayswater).

With the return of in-person programs, the demand for online storytimes has significantly lowered, however they are still being produced for families who are unable to attend in-person.

## In-person events

### In-person storytimes return! (SDG 3, 4, 10)

In-person storytimes started again on 31 January 2022 to much excitement from children, parents and library staff. While we were initially limited in space due to DHHS social distancing guidelines, it was clear that families were eager to return and make new connections, and most of our sessions were booked out. Since February 2022, and with the removal of social distancing restrictions in April, our storytime attendance has increased by 112%.



*"We have loved the storytimes that we were able to attend in person at Mooroolbark with Hanna, and at Ringwood with Sarah. And the online ones were a lifesaver during lockdown, as was the Click and Collect service. Look forward to seeing more of you next year. Thank you."*  
- Storytime attendee

*"We loved the engaging texts and songs Michelle presented to the children. They are so attentive in all of her classes. With the great props and activities to take home to complete after the session are so much appreciated and valued by our daughters. Thank you!"* - Storytime attendee

*"We haven't been to storytime since COVID began, so it was lovely to be back. It was good that it wasn't too crowded, so there was space to move around comfortably."* - Storytime attendee



### Summer holidays and Book Bingo (SDG 3, 4, 10)

It was a joy to be back to face-to-face programming for the summer school holidays, and we were both pleased and relieved that everything went ahead as planned. It was clear that there was still some COVID-19 uncertainty in the community, however the feedback from those who attended was positive and the new Digital Literacy Team delivered some great technology programs that complemented storytimes and craft delivered by the Children's Team.



Our summer reading activity was Book Bingo, where children completed a series of challenges, based on their age group, to promote positive reading habits. A book voucher from a local bookshop was awarded to one participant from each branch.



### National Simultaneous Storytime (SDG 3, 4, 5, 10, 17)

This year's National Simultaneous Storytime book was Family Tree by Josh Pyke and Ronojoy Ghosh. Family Tree is a story that reflects on family, community and nature. The Children's Team incorporated these themes into their National Simultaneous Storytimes, sharing songs, rhymes and other books that complemented the themes.

Every library, plus Miller's Homestead, read the book between Monday 23 and Thursday 26 May.



## PARTNERSHIPS



### Tales from the Pandemic (SDG 3, 10)

Partnering with print-on-demand publisher Ingram Spark, we ran a writing competition between December 2021 and March 2022 asking for fiction or non-fiction about the experience of living through the COVID-19 pandemic. The brief was to capture 'the tempo of the times' so we could record it for future readers.

When we designed the competition, we believed the worst of the pandemic was over and that we had picked a good moment for reflection. Our optimism regarding the pandemic was misplaced, but the response we received was much greater than expected and the standard of writing was extremely high. Over 280 entries were received and our judges found the selection process challenging. We offered four prizes: first, second and third for overall writing, and a local prize. The initial selection was done by a team of library staff and a professional writer was engaged for the final selection. Although judging artwork is inherently subjective, we used this guideline to sort the wheat from the chaff:

- Is it interesting?
- Is it well written?
- Is it actually about the pandemic (in some way)?

Reliving so many versions of the pandemic experience was quite draining for the judging team and it was a relief to find some entrants used humour to shape their stories. The role of libraries, particularly our own libraries, appeared in quite a few pieces and our judge commented on the importance of libraries as collectors and distributors of stories in many forms. The entries also highlighted how important stories and the arts were for our communities during the lockdown

phase of the pandemic, and how they continue to be as we navigate these strange times.

The winning stories, along with a selection of other entries, will be featured in a book to be published by our partner IngramSpark, and will be available to borrow and purchase later in 2022.

### Library bags (SDG 12, 13, 14, 15, 17)

Our 'bespoke' library bags, made by Plastic Bag Free Dandenong Ranges, continue to be popular with the community and are available to purchase from all branches. The recent batch included some interesting designs using material donated at Ferntree Gully Library.

Cr Joanne Shelton (pictured below left with Michelle from Plastic Bag Free Dandenong Ranges) lent her support to promoting the work of the group outside the Belgrave Library, modelling both the Boomerang Bags and the Library Bags.



## Skills and Jobs Centre Box Hill Institute (SDG 1, 8, 10, 17)

During lockdown, staff from the Skills and Jobs Centre at Box Hill Institute Lakeside Campus ran four online presentations on some of the main components of job hunting and obtaining employment. The sessions were extremely practical and we received great feedback:

*“The session was great because I could get some knowledge and tips about interviews.”*  
- Event attendee

*“It was a great session. I could get new knowledge like what kind of skills I need to get a job.”* - Event attendee

## Jobs Advocates (SDG 1, 8, 10, 17)

Since re-opening, Jobs Advocates employed by Jobs Victoria have been working from a number of libraries to help people find work. The Jobs Advocates are regularly available and offer advice and support on a drop-in basis at these locations:

- Bayswater (fortnightly)
- Boronia (weekly from March to April)
- Croydon (weekly)
- Ferntree Gully (weekly)
- Healesville (fortnightly)
- Knox Express (weekly)
- Lilydale (fortnightly)
- Mooroolbark (weekly)
- Realm (weekly)
- Yarra Junction (fortnightly)



## My Energy and Water Saving Kits (SDG 1, 6, 7, 10, 11, 12, 13, 14, 15, 17)

Through a jointly funded project between Knox, Maroondah, and Yarra Ranges Councils, we are now lending six Energy and Water Saver kits to help people measure the resource consumption of their own home. Each kit includes a thermal imaging camera, a powermate energy meter, a thermometer, a stopwatch and instructions on how to best use the equipment. Sarah Bond, Sustainable Design Officer for Yarra Ranges, led the project with Barbara Jordan, Project Manager – Sustainable Futures from Knox, and Michael Blowfield, Transport and Sustainability Planner, from Maroondah.

Three kits were launched in January 2022, and due to overwhelming demand, the project team sourced three more. Despite this, there is still a long wait time. More than 228 people have reserved a kit.



*“I am thrilled with the support from ERL to be able to provide the Energy and Water Saver Kits to residents. This partnership offers information to those who want to take action to improve energy and water efficiency around their home, and helps locals reduce their bills and greenhouse gas emissions.”* - Cr Yvonne Allred, Knox City Council

## Adult, Community and Further Education and Your Library (SDG 4, 8, 10, 17)

### Digital Literacy Project

Your Library CEO, Joseph Cullen, has met with the Adult, Community and Further Education (ACFE) board chair and the regional council about a long-term partnership with our neighbourhood houses, Learn Local providers and registered training organisations. The aim of the project is to ensure that all learners enrolled at neighbourhood houses are aware of library resources that could support their learning. Ideally, enrolment would generate an automatic library membership so all students can use the digital programs; however, this is proving difficult to implement.

The pilot project will help adult learners access digital technologies at their local library. This may include the use of personal computers in the library, free wi-fi and remote access to learning materials and portals managed by the library (for example, LinkedIn learning, libraries databases). Further support may be provided by library Technical Support Officers who can help learners access PCs and library resources.

The project seeks to introduce, test and optimise a partnership model between the Your Library and Learn Local providers in the ACFE eastern metropolitan region of Victoria. Participating Learn Locals will be based in the Maroondah, Knox and Yarra Ranges local government areas.



## Koorie Self-Determination in Pre-accredited Training Project

The ACFE Board, through the Department of Education and Training, has established the Koorie Self Determination in Pre-accredited Training Project. The objective of this project is to increase the capacity of Learn Local providers to better meet the needs of Koorie learners and improve learner participation and outcomes. This project will be led by the Victorian Aboriginal Education Association Inc (VAEAI), ACFE Division and supported by the Koorie Outcomes Division. The project will:

- support self-determination for Koorie learners
- develop protocols and principles for engagement and pedagogy
- ensure the project appropriately inputs to, and complements, the broader DET Self-determination in Education Reform project
- recommend next steps for implementation

Joseph Cullen, Deputy Chairperson of ACFE Eastern Metropolitan Council and CEO of Your Library, is part of the working group.





# KNOX CITY COUNCIL



Cr Yvonne Allred

**"It was wonderful to witness the reconnection of parents and families at a variety of events this year, particularly storytimes and school holiday programs, which have delivered rich and interesting experiences for our community. I am also proud of the partnerships between ERL and Knox which have enabled us to relaunch the historic Miller's Homestead with a great program of events, and to support locals to reduce their bills and greenhouse gas emissions through the supply of Energy and Water Saving Kits."**



Cr Marcia Timers-Leitch

**'I love the *Your Library* app. The app has made the library more accessible than ever. Being able to borrow, reserve and arrange the collection of books through an easy-to-use app literally puts the library in the community's hands 24/7.'**

## CONNECTING WITH OUR COMMUNITY

### Miller's Homestead (SDG 2, 3, 4, 5, 10, 16, 17)

In partnership with Knox City Council, we were granted a licence to activate Miller's Homestead in Boronia for a 12-month pilot.



Since officially opening on 7 March 2022, we have had many visitors to Miller's. They have borrowed books, had picnics in the grounds and attended events. Community members have relished the opportunity to visit the beautiful homestead for tours, and many neighbours have expressed their delight at being able to walk across the road to borrow a book! The first four months have seen a strong start, with almost 700 items loaned and a steady increase in loans of 12% each month.

Since opening, we have hosted a number of events in partnership with Knox City Council, and are exploring relationships with many community groups who are interested in using the space.



### Cultural Diversity Week

We held our first evening event with the Knox Cultural Advisory Committee and the Knox Interfaith Network to launch Cultural Diversity Week. It was a beautiful evening to have dinner on the verandah and catch up with old colleagues and new friends. The New Eastern Orchestra provided wonderful musical entertainment. Other events included an afternoon of dance from three community groups, a bilingual storytime and a 'prosperity' cooking experience hosted by Lillie Giang from The Food Affectionist.



*"We loved this so much more than we expected. My favourite dancing was the Filipino ladies, they had such positive energy, great sass and gorgeous clothes. What courageous women, having fun at any age, and being brave enough to share it with us. Thank you!! We, and more importantly our children, wouldn't have had access to any of these experiences without this opportunity from the Council. We would love to see more of these!!"*

*"This was so amazing. Perfectly aimed at all ages. For the kids, being able to be outdoors, having a picnic (so they could nibble throughout the afternoon) was lovely (encouraging outdoors) and having an activity where the kids could see themselves surrounded by people of all ages and people from their community was good, which is hard to find in many other situations."*



### Celebrating our community

Boronia Country Women's Association (CWA) celebrated their 85th anniversary with a lavish afternoon tea (featuring scones, of course) and a fascinating display of memorabilia from their archives. A wonderful afternoon of reminiscing was enjoyed by many members, who shared stories of the incredible effort the CWA have put into supporting, caring, feeding, educating, lobbying and advocating for those in need over the years. Even though Boronia is not technically 'country' any more, these inspiring women plan to continue for another 85 years!



*"We loved this so much! Everyone was so lovely. I'm so glad that the homestead has become available (after years of walking past it, we couldn't believe we could go inside!). What wonderful history of Knox, and just the sort of thing that is worth keeping alive. It made it a really affordable family day out, which is so hard to find these days. Looking forward to many more of these events at Miller's Homestead in the future!"*

*"As usual, Miller's Homestead never ceases to amaze. The whole family had more fun than we realised we would. Miller's Homestead was smoothly run, had so many different activities for the kids, we didn't run out of things to do, and the kids had a ball. Thank you!"*

*"This was so much fun! Everyone laughed and connected to each other. A wonderful afternoon. I left feeling so happy."*

### International Women's Day

In the spirit of International Women's Day, an invited audience of women who are key contributors to the Knox community came together at Miller's Homestead to be acknowledged and celebrated by Council. Broadcaster Jacinta Parsons was the guest speaker, and she reflected on her work in the male-dominated media world, her first book about her chronic illness, her next book about ageing and the lives of women in colonial Victoria who are mostly missing from the history books.

*'I am so proud of the recent launch of the ERL partnership with Knox at the historic Miller's Homestead. This important community venue has had a sensational line-up of art, culture, history, literacy, family and community events this year.'* – Cr Yvonne Allred, Knox City Council



Dancers perform at Miller's Homestead during Cultural Diversity Week

**Boronia Community Breakfast**  
(SDG 1, 2, 3, 10)

The Digital Literacy Team and library staff from Boronia were regular visitors to the Boronia Community Breakfast, organised by Knox Infolink and its community partners. Library staff assisted many people to access their digital vaccination certificates and the Services Victoria app. Many of the attendees had not been to the library before and were very interested to learn about the many services and resources that were freely available to them.

**Knox Festival**  
(SDG 3, 10)

The rainy weather couldn't dampen our community's enjoyment of the 2022 Knox Festival at Ferntree Gully Library, which was a one-day event this year. Many people expressed how much they enjoyed the festival and the program that Ferntree Gully Library created for them. Participants enjoyed storytime, laser cutting, programming OzBot robots and a performance from David the Magician, who captivated both children and adults alike.

**Crochet group**  
(SDG 3, 10, 16)

Crochet has had a resurgence in popularity across all our libraries over the past two years, with several of our branches now hosting regular crochet group meetings. Most of our craft groups meet monthly but at Knox Express the group meets fortnightly, which meant one of the sessions fell during the school holidays. The children were delighted to join in and learn how to crochet, and the session became a great opportunity for intergenerational learning.

# CONNECTING WITH ADULTS

**A walk down memory lane**  
(SDG 3, 16)

Tongues wagged and reminiscences were shared at Bayswater Library during our Memory Lane exhibition. What started as a simple display with a map of Bayswater and historic photographs brought people together to talk about Bayswater.

Members of the community recorded significant places on the map, shared photos and stories, and connected with strangers with a shared interest.



*"This is literally walking down memory lane. It brings up so many great memories and so many old places I had forgotten about."*

**Inspiring Kindness**  
(SDG 2, 3, 5, 10, 16, 17)

On a cold winter's night the carpark was packed when Ferntree Gully Library, in partnership with Knox City Council, hosted the wonderful Inspiring Kindness event, featuring Daniel and Luke Mancuso, authors of YiaYia Next Door.

After Daniel and Luke lost their mother to domestic violence, their next-door neighbour started handing them home-cooked dishes over the fence. They shared their meals and thanks on social media and a movement was born. The resulting cookbook features YiaYia's recipes and the Daniel and Luke's philosophy on gratitude, kindness and courage.



Manager of Community Wellbeing, Petrina Dodds Buckley, launched the evening, along with Health Planner Sara Barnes, Deputy Mayor Cr Nicole Seymour (above far right), and Mullum Indigenous Gathering Place Pantry Coordinator Vanessa Scales (above far left).

Bunnings were on hand with plants and we promoted our Seed Library. The kids had lots of fun at the crafts table. Sandra Romero from Coonara Community House, and the friendly teams from Volunteer for Knox and Knox CARES, were also on hand to chat about the many wonderful services and opportunities available.





*"I wanted to say a massive, massive thank you for your support and assistance in hosting, organising and running last night's event. Please extend my thank you to all the staff at FTG library. It was the most wonderful evening and I hope Ajne enjoyed it as much as I did!"*

*We could not have done this without you. It's always such a pleasure working with ERL and it was so great to see so many people out and about at FTG library last night!"* - Sara Barnes, Health Planner, Knox City Council



# CONNECTING WITH CHILDREN, YOUNG PEOPLE AND FAMILIES

## Bayswater Secondary College visits Bayswater Library (SDG 1, 3, 4, 10, 17)

Year 7 students from Bayswater Secondary College visited the library for an orientation and introduction to the print and digital resources available. Library staff have since noticed some of the students coming in after school to do their homework. The teacher who organised the visits was extremely pleased:

*"Bayswater Secondary students and teachers have loved the opportunity to foster community relationships with the Bayswater Library. What the library lacks in size it more than makes up for in HEART. Staff were overwhelmingly supportive and helpful towards both staff and students. I could not have asked for a better environment to introduce our students to public libraries and what they offer. Thank you. I cannot wait to return and grow this relationship."* - Melissa Presutto, Literacy Leader, Bayswater Secondary College



## Book launch: The Land of Giant Pineapples (SDG 3, 4, 5, 10)

It is not often that we are asked to host a book launch for a local author who is still at school. Shayla Gray and her grandmother, author Judy Rankin, have co-written a book called The Land of Giant Pineapples. Family, friends and interested members of the public turned up to congratulate Shayla and Judy (pictured below with Children's Officer, Melissa) on their achievement.

Children at a local primary school were also suitably impressed to hear that a 15-year-old was launching her own book, and after hearing that Shayla was from the local area, asked if they too could become authors one day.



## Biggest Morning Tea (SDG 3, 10, 17)

The Biggest Morning Tea is a great excuse to take time to have a cuppa and connect with others. It is always very popular with people of all ages across our community, and was hosted at several of our branches. At Boronia Library, the community room was filled with people enjoying the magnificent spread organised in partnership with Mountain District Learning Centre.



## Turning sleep into wellbeing (SDG 3, 10)

In March, Rowville Library hosted a workshop exploring the science of sleep, and how the rhythms of sleep impact all aspects of our life. Participants learned about the benefits of sleep, how to record sleep patterns in a personal sleep diary, and how to improve their sleeping habits to enhance health and wellbeing.

*"Presenter was excellent. Took home lots of tips to improve sleep patterns."* - Event attendee

*"I am sleeping so much better. Just following a few tips has changed everything. So glad I did it."* - Event attendee

## Lunchbox Build (SDG 2, 3, 4, 10, 17)

Delivered by Knox Council, Lunchbox Build was a series of hands-on workshops held across Bayswater, Ferntree Gully and Rowville libraries, where primary school-aged children learned to make healthy food that they could put in their own lunchbox. Lillie Giang from the Food Affectionist designed three healthy menus and Health Planner Sara Barnes was on hand to make sure the sessions ran smoothly.

*"I was overwhelmed by making lunchbox for kids previously, but now I am very confident!"*

*"My child never eats vegetables - and look at her now!"*

*"I liked the food and enjoyed that I could make what I was going to eat."*



## Conversation Circle (SDG 3, 4, 8, 10)

Conversation Circle is a new program introduced at Knox Express this year. Originally run in partnership with Arribri Community House, the Conversation Circle is an opportunity to meet other adults who are learning English and to practice their English speaking and listening skills in a relaxed and safe environment with our friendly library staff. At the end of term, everyone brought food to share (pictured above), including Ruby's homemade dumplings, Yin's homemade biscuits and some good old-fashioned Aussie lamingtons!

**Make your own Miller’s Homestead**  
(SDG 3, 4, 12)

With hundreds of new books and other goodies delivered to our libraries each week, we always have plenty of cardboard boxes available to spark imagination. Some of these boxes were repurposed during the winter school holidays and turned into mini versions of Miller’s Homestead. The children used their observational skills to translate the many architectural features of the house into their own version of Miller’s.



**Behind the service desk at Ferntree gully**

The customer service desk at Ferntree Gully used to be hidden from view behind high panels. This meant that the staff working there were unable to see what was happening in the library or greet patrons as they entered the building. Although we risked exposing our library mess to the world, we have reduced the panels height so there are clear lines of sight for all staff and we can add the human touch to the experience of coming into the library. The before and after shots below show you never know what was going on behind those panels...



# BRANCH REFURBISHMENTS

**Goodbye Knox Library and hello Knox Express!**

Christmas Eve was the last day of business at the old Knox Library and staff and borrowers grabbed last-minute essentials before the removalists arrived on 4 January 2022. The old library was stripped of furniture, books and equipment – some went to the temporary library (Knox Express), some went into storage and some were relocated to other libraries. A number of unwanted pieces had already been collected by members of the public.

Knox Express opened to the public on 13 January 2022, and has had a steady growth in visits, loans and events. Despite the staff feeling like they have said ‘next to Supercheap Auto’ a thousand times, people are finding their way to the temporary location.

The adult collection is approximately half the size of the old library, but we took the entire junior collection, which pleased one borrower.



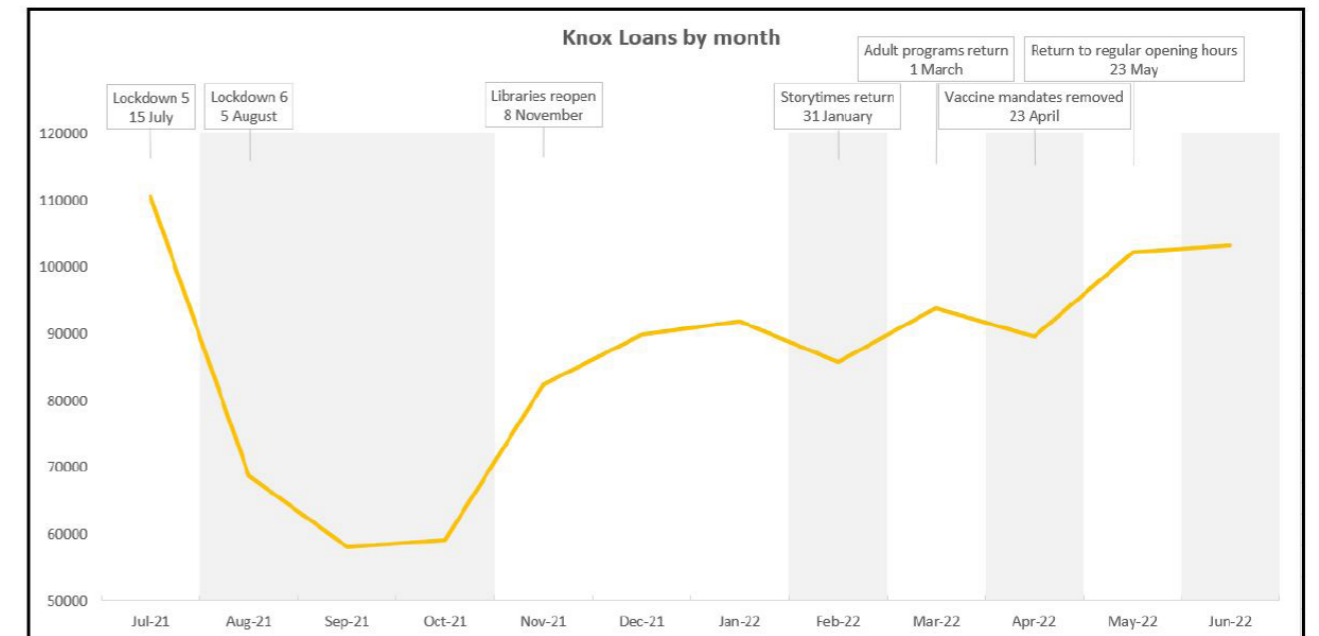
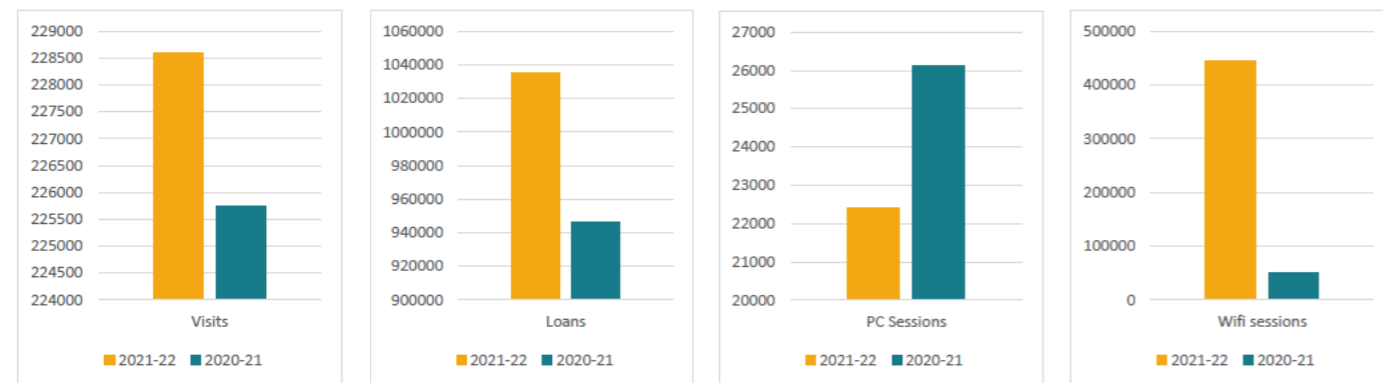
*“This library has sooo many books. At every library I borrow 16 items but here I borrow 20!”*  
- Charlie (7)



# KNOX STATISTICS

Branch	Total members		Visits		Loans		PC sessions		Wi-Fi sessions	
	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22
Bayswater	8,433	9,242	29,683	43,791	69,012	58,029	2,970	3,662	8,732	104,270
Boronia	12,759	13,439	33,145	37,237	102,715	87,072	3,543	3,760	5,327	31,892
Ferntree Gully	10,782	11,385	29,309	41,979	101,575	92,143	2,268	2,715	4,339	14,820
Knox/Knox Express	35,312	36,698	78,797	45,055	227,829	118,972	10,340	5,633	14,823	39,876
Knox Outreach	986	1,004	-	-	-	-	-	-	-	-
Miller's Homestead	-	23	-	-	-	659	-	120	-	4,797
Rowville	22,841	23,999	54,811	60,527	137,936	115,814	7,013	6,525	16,670	248,847
eLibrary loans	-	-	-	-	305,623	334,110	-	-	-	-
Administration	387	562	-	-	1,652	228,719	-	-	-	-
<b>Total</b>	<b>91,500</b>	<b>96,352</b>	<b>225,745</b>	<b>228,589</b>	<b>946,342</b>	<b>1,035,517</b>	<b>26,134</b>	<b>22,415</b>	<b>49,891</b>	<b>444,502</b>

# KNOX CHARTS





Cr Kylie Spears

**“Despite the many challenges of the pandemic, our libraries at Croydon and Realm continue to provide an expansive and excellent range of services and resources. From author talks to workshops, storytimes to STEAM activities, books to online content – there is something for every stage of your life and experiences. Our libraries provide the opportunity to come together safely and connect over shared interests that will continue to strengthen our communities.”**

**“Latrévo tis vivliothíkes mas. Our libraries are at the heart of our community with a welcome for all. From the youngest to the oldest members of our community, our libraries can provide companionship for the lonely, education for students of all ages, or just recreation or relaxation for the body and soul with access to books, DVDs, and games. There are author talks, storytimes, other events and regular activities like craft groups and book chats. You name it – our libraries will probably have something to lift your spirit. Apolamváno.”**



Cr Tasa Damante

## CONNECTING WITH OUR COMMUNITY

### **Sustainability in our backyards (SDG 2, 3, 10, 11, 12, 13, 14, 15)**

Seed libraries are becoming increasingly popular throughout our branches, with Croydon Library being the latest to add seeds to their collection. Croydon hosted a launch event with local expert Claire Pare, who provided information on sustainable gardening strategies for participants. Croydon also hosted a gardening-themed storytime, and families were able to get their hands dirty and plant vegetable seeds to take home.

Since opening, we have hosted a number of events in partnership with Knox City Council, and are exploring relationships with many community groups who are interested in using the space.



*“So nice to be able to get together and talk gardening stuff after the last two years. Really like the idea of the libraries being a garden knowledge hub/resource.” - Event attendee*

### **Connecting to essential services with the Migrant Information Centre (SDG 1, 3, 4, 5, 8, 10, 11, 16, 17)**

Partnering with the Migrant Information Centre, our Digital Literacy Team provided a series of training sessions at Realm for women to learn how to access MyGov services and use email. The Migrant Information Centre provided a childcare service for participants, and interpreters so that the sessions could be delivered in Mandarin, Persian, Arabic and Burmese. Feedback from both the Migrant Information Centre and the library staff involved indicate that this was a worthwhile exercise and one they are keen to repeat.

*“Many participants have given feedback on the program, sharing that it taught them ways to access important digital resources on their smartphone (such as the claims system on Centrelink and their digital Medicare card), as well as fill in forms without the use of a printer and scanner. Participants have also mentioned that they are actively looking for opportunities to develop their practical knowledge and digital literacy, and that this was the first program that provided this in their preferred language.”*  
- Rohan Joshi, Migrant Information Centre

*“Our partnership with the Migrant Information Centre is easily one of the most exciting programs the new Digital Literacy Team has worked on. We produced and presented vital information about technology, emails and government services to migrant and refugee communities, particularly targeting building women’s independence. We valued the support from the Migrant Information Centre in connecting us with communities that are hard to reach. Seventy women attend the classes, but hopefully we reached many more through peer knowledge sharing.”*  
- Paul Croft, Digital Literacy Team Leader

# CONNECTING WITH ADULTS



## Jeff Steel: Bombs and Barbed Wire

Jeff Steel shared the story of how he came to write his recently published book, *Bombs and Barbed Wire*, the gripping true story of Ambrose Adlam who left his bride to fight against the Nazis. His Halifax bomber was shot down over Germany and he became a Luftwaffe prisoner of war, ending up at the prison camp where the 'great escape' was being planned. Participants gained unique insights into this tale of love and war that was constructed from meticulous research, family records and eye-witness accounts.



*"We really appreciated Jeff's willingness to go the extra mile by talking us through his writing processes. VERY Interesting!!" - Event attendee*

## Loretta Smith: A Spanner in the Works: The Extraordinary Story of Alice Anderson

In the early 1900s, Alice Anderson followed her pioneering vision to turn the mechanics trade into an accepted and aspirational career choice for women and opened Australia's first all-female garage. Visitors to Croydon Library were inspired by Lorretta Smith's exploration of Alice Anderson's fascinating history.



## Author talks (SDG 3, 4, 5, 10)

### Bridget Hustwaite: *How to Endo*

This was one of the first events of 2022 and it was a nervous wait to see if people would book in. Some last-minute promotion from the Maroondah Communications Department helped draw a crowd to hear health advocate and Triple J broadcaster Bridget Hustwaite talk about her experience with endometriosis and her work in the endometriosis advocacy space. Participants were able to ask questions and share their own stories and experiences.

### Lyn Yeowart: *The Silent Listener*

Lyn Yeowart lives in North Ringwood. Her first book, *The Silent Listener*, was published last year by Penguin Random House and won the 2022 Indie Book Award for debut fiction. It was also the only Australian book in the longlist for the People's Book Prize in the UK. We were lucky to have Lyn before she gets really famous!

*"Excellent event, loved getting an insight into the lengthy process of editing a book."*

## CAE - coming to the eastern suburbs (SDG 4, 5, 8, 10, 17)

The Centre for Adult Education has run short courses in the CBD since 1947. Under the management of Box Hill Institute, it is looking to expand its delivery and provide opportunities for people to study non-vocational short courses closer to home. Last October, two free trial sessions were offered to library members via Zoom while the libraries were closed.

In March, the CAE presented a Short Course Showcase at Realm outlining their full program and providing some 'try-out' sessions on drawing, learning another language and getting started with social media.

*"I not only learned about the structure of the CAE course, but also picked up a few hints on the writing process." - Event attendee*

## Composting at home (SDG 3, 10, 11, 12, 13, 14, 15, 17)

Gardening lovers and sustainability enthusiasts were treated to some expert know-how thanks to a series of terrific workshops on composting, digestion composting, and worm farming presented by Maroondah City Council's waste education provider, EnviroCom Australia. Practical advice and the demonstration of a variety of different systems were provided and plenty of questions were answered. Everyone who attended took home a free food scrap caddy to get them started on their journey towards an even more sustainable future.

Other events in the series focused on worm farming, using technology to aid sustainability and upcycling a book into a mini planter box.



*"Very good presentation and I learned a lot about new technologies being developed, most interesting." - Event attendee*



# CONNECTING WITH CHILDREN, YOUNG PEOPLE AND FAMILIES

## How do police really solve crimes? Or, the day a police car drove into Realm! (SDG 4, 10, 16, 17)

Yes, a real police van drove into the ground floor of Realm and lots of excited children discovered the tricks and tools of policework. Participants learned how police officers solve crimes and the many ways in which the police help people in the community.

We tried on real police uniforms, had a go at fingerprinting and explored the crime scene van and its fascinating equipment.



## Whirlygigs and roundabouts (SDG 4, 9, 10)

Who doesn't love coloured things that twirl and make pretty shapes? It's even better when you learn about the science behind the patterns! In this workshop each child made four different types of toys, and then tested them to see how well they could spin.

## Supporting early language (SDG 3, 4, 10)

Lou Ambrosy is the Training Manager from Noah's Ark Inc. In the past she has presented to our Children's Team on language development and the importance of reading to very small children.

Lou presented to a group of parents at Croydon Library in June, providing information about how they could support their children's language development. Lou was incredibly generous with her time, spending an extra hour after her talk speaking with individual parents about their concerns and providing them with practical strategies and reassurance.



## Water play storytime at Croydon (SDG 3, 10)

In January 2022, celebrating the return to storytimes, Croydon Library hosted a water-themed storytime followed by water play outside. Children kept cool by playing in buckets of water, drawing with chalk, painting with water on the brick path, blowing bubbles and washing scraps of fabric and hanging them out to dry. Parents also enjoyed the opportunity to socialise with each other while their children played.

*"Fun and engaging, made my son feel welcome despite his short attention span. Water play was a great idea too."* - Event attendee

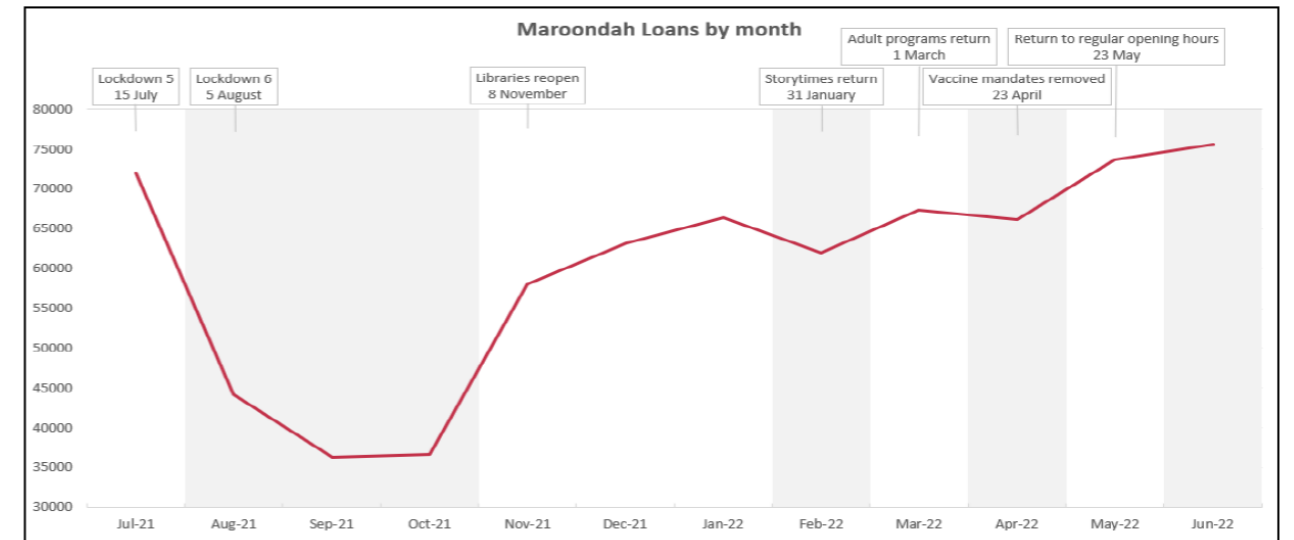
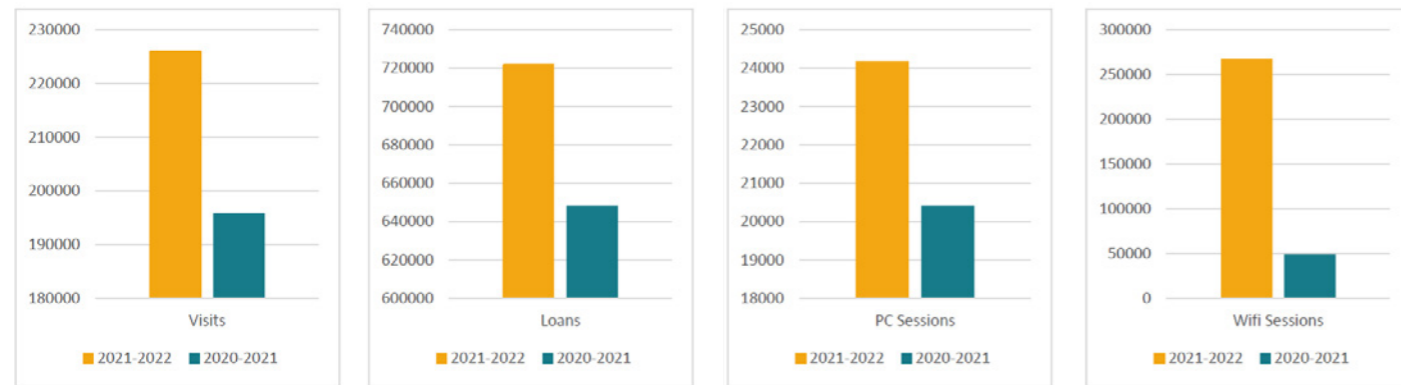
Katherine Masiulianis with her piece 'Day trip to Mt Eliza' - part of Realm's 'Art Boxes' exhibitions



# MAROONDAH STATISTICS

Branch	Total members		Visits		Loans		PC sessions		Wi-Fi sessions	
	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22
Croydon	31,929	33,511	84,008	86,033	282,411	222,095	8,604	6,920	10,561	59,866
Realm	59,890	62,950	111,698	139,936	169,748	140,820	11,804	17,234	37,644	207,017
eLibrary loans	247	358	-	-	194,845	213,006	-	-	-	-
Administration	-	-	-	-	1,053	145,816	-	-	-	-
<b>Total</b>	<b>92,066</b>	<b>96,819</b>	<b>195,706</b>	<b>225,969</b>	<b>648,058</b>	<b>721,738</b>	<b>20,408</b>	<b>24,154</b>	<b>48,205</b>	<b>226,883</b>

# MAROONDAH CHARTS





# YARRA RANGES COUNCIL



Cr Len Cox

“Our libraries are the heart of our community and society – they remove barriers and make information about the world we live in accessible. They inspire a lifelong love of reading and learning, and I personally think our local libraries do a fantastic job.”



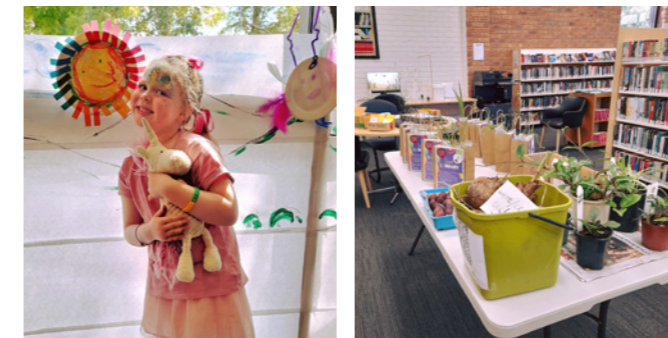
Cr Fiona McAllister

“Our libraries in the Yarra Ranges are phenomenal. Staffed by passionate, kind and knowledgeable people, they help our community in so many more ways than just providing books and information. Our libraries are hubs, places of connection and learning, and incredibly valuable.”

## CONNECTING WITH OUR COMMUNITY

### Celebrate Mooroolbark (SDG 3, 4, 8, 10, 17)

Mooroolbark Library opened all day on Saturday 19 and Sunday 20 March as part of the Celebrate Mooroolbark festival. Direct access from the Library to Hookey Park, and fabulous weather, encouraged plenty of visitors. Almost 750 people visited across the weekend to try out the laser cutter, play with the Scribblebots, attend storytime or talk to a local Jobs Advocate.



“Having the library opened for most of the festival weekend was the best idea and really expanded our kids’ activities. I’ve received a lot of praise for the amount of kids’ activities available between the library and the festival. A huge thank you and we look forward to working with you again next year.” - Renae Jones, Co-chairperson, Celebrate Mooroolbark Festival

### Home Grown Food Fair (SDG 2, 3, 10, 11, 12, 13, 17)

The Healesville Home Grown Food Fair (previously the Community Garden Festival) sprang back to life in April. Staff from Healesville (Sharni, pictured above middle) joined the local community as they celebrated healthy, locally sourced food.



# CONNECTING WITH ADULTS

## Exploring our Local History (SDG 11, 16, 17)

### Kinley Estate: History of the land which is our newest suburb

The Lilydale & District Historical Society ran a repeat of this event, which ran at Mooroolbark during the Reconnect Festival last year, due to ongoing interest. It was booked out, and this time senior staff from Intrapac, the Kinley developers, also attended. They answered some tricky questions from the audience and offered free walking tours of the original David Mitchell works, which have been scheduled for later in the year.



### Montrose local history series

Montrose local historian, Eddie Tichelaar, presented a series of talks to captivated audiences at Montrose Library. Topics included the history of the Montrose Primary School and the Montrose Cottage. The talks have been great successes, attracting many people who are not familiar with the library, and allowing participants to contribute their own knowledge of the local area.

*"A very interesting talk particularly as there were people in the audience who provided further details about the Montrose Cottage. A great example of how primary sources can contribute to historical details about an artefact."*

## Author talks (SDG 3, 10, 17)

### Laura Waters: *Bewildered*

Laura Waters ditched her successful corporate work and unhappy personal life to walk the 3,000 kilometres of the Te Aurora trail across both islands of New Zealand. Her transformative experience is the topic of her book *Bewildered*. Her inspiring story of facing her demons and challenging herself on a massive outdoor adventure had a profound effect on many of her listeners at Belgrave.

*"This author was engaging and informative. I thoroughly enjoyed her talk. She has inspired me to get out more."*

*"Wonderful, modest, inspiring, interesting speaker. Resonated with so many in the audience."*

*"Such an interesting and gifted writer/speaker who has inspired me to live life to the fullest, utilising my mind, body and soul in nature."*

## Yarra Valley Writers Festival

Originally intended as one of three satellite events hosted by *Your Library* for the Yarra Valley Writers Festival, Alice Bishop spoke about her award-winning book, *A constant hum*, to an appreciative audience at Lilydale Library.

Alice grew up in Christmas Hills and drew on her experience of living in the bush to create a novel about the after-effects of bushfire on a small community. Little did we know that this would be the only in-person event for the Yarra Valley Writers Festival in 2021!



# CONNECTING WITH CHILDREN, YOUNG PEOPLE AND FAMILIES



## LOTE storytimes (SDG 3, 4, 10, 17)

Cultural Diversity Week saw a range of multilingual storytimes across our branches including Mooroolbark Library who featured Hindi and Hakha-Chin languages, and Belgrave Library who hosted an Indigenous storytime.



## Gumnut workshop (SDG 3, 4, 10)

Local artist Emmy Webbers from Warruck Yambo ran a successful gumnut decorating workshop at Belgrave in the summer school holidays. Drawing on Indigenous traditions, Emmy helped the participants create their own designs and engage with Indigenous culture.

## Virtual reality and drone flying (SDG 4, 5, 9, 10)

The Digital Literacy Team and Lilydale Library partnered with the Yarra Ranges Tech School to provide a tech-filled day featuring drones and virtual reality. Participants were able to gain hands-on experience piloting drones and exploring virtual worlds, while learning about these new and emerging technologies.



## Laser cutting (SDG 4, 9, 10)

The new laser cutter has quickly become a school holiday program favourite, with event participants designing and taking home their own personalised creations. The portability of the laser cutter allows the Digital Literacy Team to transport it throughout the region, so that all our communities can learn about and use this tool, like these participants at Yarra Junction during our summer holiday program.



**Ways to play**  
(SDG 3, 4, 5, 10, 16, 17)

The team from EDVOS returned with their Ways to Play session, promoting games and activities for young children that are fun and safe and promote body positivity and gender-neutral interactions. The event was well attended by families with children from 0-5 years, who were all engaged throughout the entire session. Participants received a take-home pack with resources including colouring sheets, bookmarks and recommended books about inclusion and gender equality.

**Bec Fillipponi and Julie Gebbing**  
(SDG 3)

Local authors Bec Fillipponi, who is also a mental health worker, and Julie Gebbing joined us at Yarra Junction to discuss their books, which aim to help children deal with difficult days and stressful times.

Bec and Julie talked about their creative process and read to an audience of children and their parents as part of the winter school holiday program. Participants painted rocks with messages of kindness and reminders of the good things in their lives to help them get through a tough time.



**Belgrave: upgrade**

Belgrave Library opened to the public a day after lockdown ended on 9 November 2021. The upgrade has been a great success. It gives the community access to more study and meeting spaces, makes the library more visible and improves the location of the customer service desk.

The renovated Belgrave Library was officially opened by the Hon. James Merlino, Deputy Premier and Member for Monbulk, Cr Johanna Skelton, Deputy Mayor and Lyster Ward Councillor, Cr Jim Child, Mayor, and Tammi Rose, Yarra Ranges CEO, also attended (pictured below, top row, far left).

Emmy Webbers and Andrea Innocent (pictured below, 2nd row), the artists responsible for the bright and colourful courtyard, were on hand to enjoy the celebrations.

*"It has been exciting to see our members after such a long period of time - 562 people visited the library on the first day." - Federica, Belgrave Team Leader*



**BRANCH REFURBISHMENTS**

**Healesville: signage and decoration**

The children's corner at Healesville has always blended seamlessly into the rest of the library. Now it has a bold new wall and a storytime quote to let people know this is a kid's zone.

We also added oversized lettering at the front of the building to let people know that the library is inside.



**Mooroolbark: angel wings**

The Mooroolbark Library has had a pair of angel wings installed as part of the Mooroolbark Street Art Project, funded by Yarra Ranges Council's Art Attack program.

The wings, designed by artist Graeme West, are attached to the exterior of the building, and have helped to draw more visitors to the library.

*"People are noticing the wings, stopping to take photos and then realising there's a library inside."*  
- Angus, Team Leader - Mooroolbark

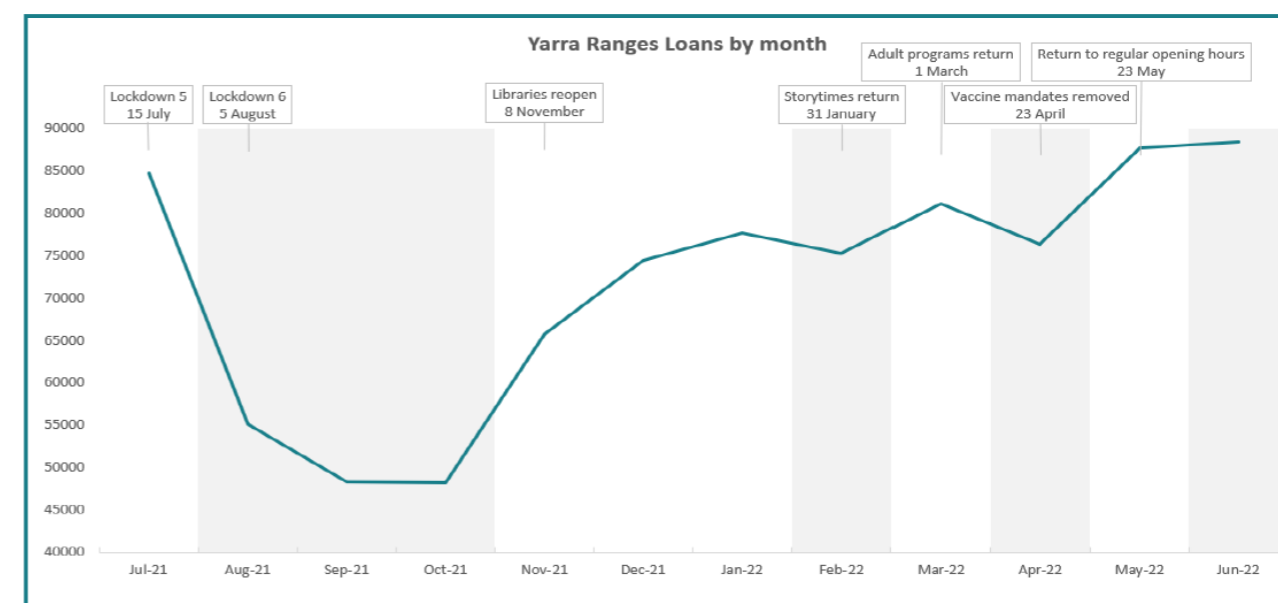
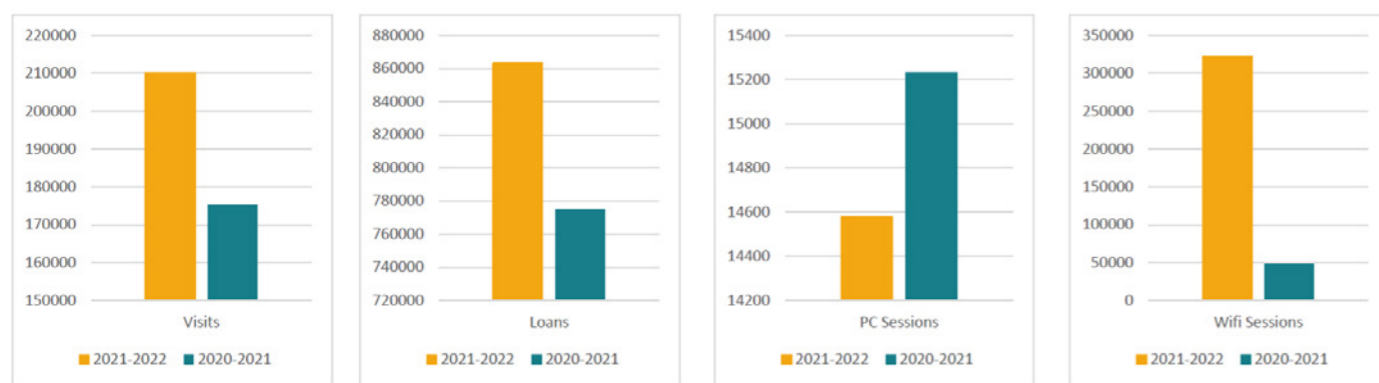


# YARRA RANGES STATISTICS

Branch	Total members		Visits		Loans		PC sessions		Wi-Fi sessions	
	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22
Belgrave/Belgrave Express	15,277	16,165	34,720	56,320	104,038	60,796	2,764	3,176	13,253	53,083
Flexi vehicle	2,412	2,386	-	-	2,939	840	-	-	-	-
Healesville	7,919	8,405	26,482	33,542	50,977	39,994	2,194	1,933	4,383	18,849
Lilydale	17,578	18,371	35,580	35,580	91,113	71,145	3,167	3,145	7,677	50,636
Monbulk CRR	720	833	-	-	9,053	6,919	-	-	-	-
Montrose	4,571	4,845	12,813	14,980	38,189	27,720	387	462	5,029	86,968
Mooroolbark	12,307	13,010	33,699	34,153	104,324	85,083	3,557	3,422	6,809	38,099
Mt Evelyn CRR	2,031	2,167	-	-	9,073	8,492	425	377	4,297	55,269
Yarra Glen CRR	145	208	-	-	2,469	2,602	-	-	-	-
Yarra Junction	10,789	11,209	31,995	35,589	89,871	59,646	2,737	2,064	6,378	19,750
eLibrary loans	344	499	-	-	271,502	296,808	-	-	-	-
Administration	-	-	-	-	1,468	203,184	-	-	-	-
<b>Total</b>	<b>74,093</b>	<b>78,098</b>	<b>175,289</b>	<b>210,164</b>	<b>775,016</b>	<b>863,229</b>	<b>15,231</b>	<b>14,579</b>	<b>47,826</b>	<b>322,654</b>



# YARRA RANGES CHARTS



# PART 2

## Corporate matters

# MARKETING AND PROMOTIONS

### Online storytimes (SDG 4, 10)

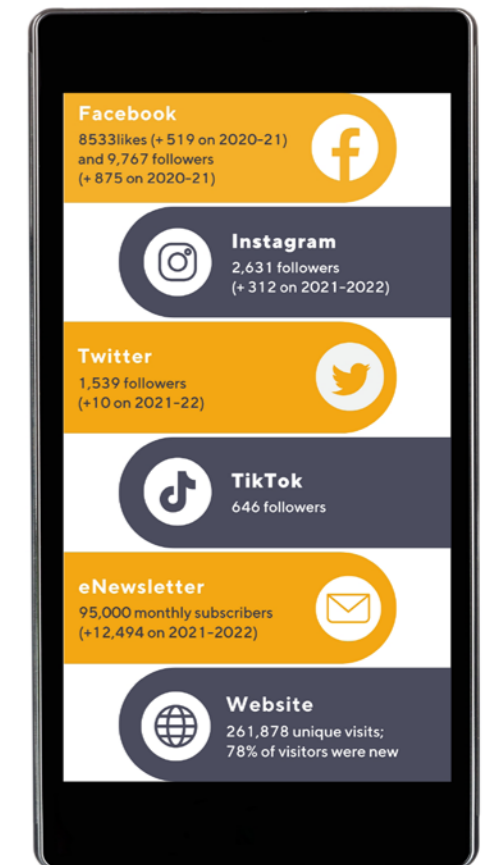
Our wonderful Children’s Team continued to provide a regular program of engaging and entertaining storytimes while we were unable to host face-to-face sessions.

Although in-person storytimes have now resumed, we continue to regularly post new online storytime videos for families who cannot attend in person.

### Sustainable festive season (SDG 12, 13, 14, 15)

A variety of talented presenters across the region hosted some great online workshops providing our followers with excellent ideas to celebrate the festive season sustainably and affordably. Topics included book art, food waste disposal, DIY decorations and sustainable gift wrapping.

2021-22  
*Growth*



### Introducing TikTok

Since the beginning of 2022, *Your Library* staff have been producing a steady stream of captivating, quirky videos for TikTok and Instagram. This is capturing a younger segment of our audience and we are seeing a steady stream of viewers following our newest platform, with the number of followers on the platform tripling between February to April 2022.

### Local community news

*Your Library* has an ongoing Library News section in the local newspaper, Studfield Wantirna Community News, which publishes five editions per year. It’s a great opportunity to highlight events within Knox and surrounding areas. Digital issues can be viewed at [www.studfieldwantiranews.org](http://www.studfieldwantiranews.org).

## Highlights

### Facebook

- Yia Yia next door at Ferntree Gully **(11,300 views; 187 reactions; 6 shares)**
- Community crochet **(7,600 views; 231 reactions; 16 shares)**
- Toy and book swap Ferntree Gully **(7,600 views; 231 reactions; 16 shares)**



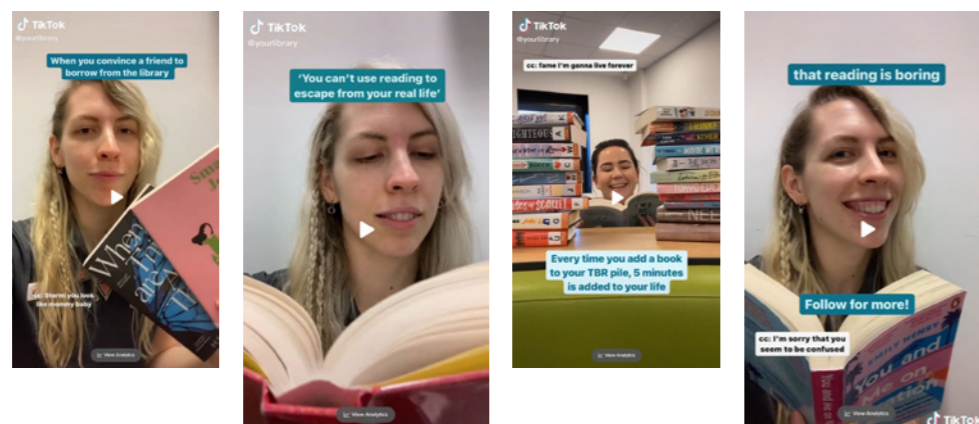
### Instagram

- Book boxes for kids **(681 views; 28 likes)**
- Tales from the pandemic **(597 views; 32 likes)**
- Belgrave Library reopens **(584 views; 22 likes)**



### TikTok

- When people say that reading is boring **(441 views; 20 likes)**
- You can't use reading to escape from your real life **(379 views; 37 likes)**
- When you convince a friend to borrow from the library **(369 views; 24 likes)**
- Every time you add a book to your TBR pile... **(341 views; 31 likes)**



# COLLECTIONS

## Physical collections (SDG 1, 3, 4, 10)

2021–22 saw a strong rebound in the performance of our physical collections. Despite continued intermittent branch closures, across all collections, loans increased by 11% over the year.

Slowdowns in the number of loans of DVDs (down 21%), music CDs (down 7%), junior DVDs (down 11%) and our LOTE collections (down 70%, on average) were offset by growth in our foundational collections: adult fiction (up 4%), junior picture books (up 36%), adult non-fiction (up 15%), and junior non-fiction (up 24%). Surprisingly significant – though welcome – growth came from unexpected collections: junior board books (up 53%), teenage graphic novels (up 21%), board games (up 62%) and junior console games (up 46%).

The overall loan figures suggest changes in community needs and behaviours following the disruption of the COVID-19 pandemic.

More families have begun streaming video and music content, reducing demand for those collections. At the same time, people of all ages took up more and more physical books, and our gaming collection loans suggest people and families are spending more time playing together. We will continue to rebalance our collection budget and priorities in line with these changes, to ensure we are always reflecting our community.

## Junior non-fiction (SDG 1, 3, 4, 10)

Junior non-fiction became a 'floating' collection during the year, meaning non-fiction items borrowed by patrons remain at the branch they are returned to. This switch has enabled branches to spread the collection around and provide more variety when children and young people are browsing the non-fiction shelves. There has been a significant increase over the last few years of high quality, engaging non-fiction items published, and we endeavour to ensure that these attractive resources are shared across the region for all our communities to browse.



## Junior graphic novels (SDG 1, 3, 4, 10)

Our junior graphic novel collection has continued to develop in size and interest, with a wide range of fiction and even some non-fiction novels to select from. *Your Library* staff are continuously evaluating the way our patrons access resources, including children and young people, and made the decision to separate the junior graphic novels from the Jump children's collection during the year. This has allowed our youngest patrons to find resources and browse with more ease. Separating the junior graphic novels has also helped our branches to highlight these wonderful literary mediums, which provide art alongside text and can often be used as a tool to inspire a reluctant reader.

## VOX books (SDG 1, 3, 4, 10)

After their initial release in September 2021, our collection of VOX children's books has maintained popularity in the community. This collection of books provides audio within printed books, meaning people can listen to the story at the press of a button and follow along with the printed words. This has provided a new way for children and families to access stories, and can be a valuable resource for CALD families or adults who are reluctant to read out loud, as they are still able to share these stories with their children. Families have reported that VOX books have been useful during busy periods of the day, offering the entertainment of a story when an adult is not available to read out loud. With more than 100 popular fiction titles, and some non-fiction titles, these books spend little time on the shelves due to their appeal and popularity with our communities.

**Digital collections**  
(SDG 3, 10)

Our digital collections – OverDrive, BorrowBox and Kanopy – saw continued and consistent growth over the year. Setting a new *Your Library* record, there were an average of 2,151 loans every day in September 2021 and we hope to clear this high bar in September 2022. OverDrive usage increased by 11%, while BorrowBox grew by about 22%, reflecting our community’s growing hunger for eBooks and eAudiobooks. Our collections continued to diversify, with materials in other languages becoming available and new and exciting lending models offering our users more opportunities than ever to quickly find their next amazing read.

Kanopy usage declined by about 20%, but our users still watched more than 37,000 films, TV episodes and documentaries. As with the decline in our loans of DVDs, the drop is likely due to increased take-up of at-home streaming services. We will continue to vigorously promote our online resources to ensure all community members are aware of the extraordinary range of great free content that is available to them at any time.

**Studiosity**  
(SDG 4, 8, 10)

Our newest digital resource, Studiosity, provides a dedicated, on-demand, personalised support service for students from primary to postgraduate levels of education. Students benefit from the range of Studiosity services, which include live one-on-one chats with subject specialists, as well as academic writing support and subject practice tests. Studiosity also provides support to job seekers, who can receive specific feedback and guidance to prepare stronger resumes, cover letters and job applications.



**DVD sale**  
(SDG 10,12)

It seems that the switch to streaming is here to stay. Loans from the DVD collection have remained significantly under pre-pandemic levels and throughout 2021 every branch was drowning in excess DVDs. The Croydon team took on the task of gathering 2,400 extra copies of previously popular DVDs and offering them for sale by gold coin donation, with proceeds going to the MaroonDAH SES. They raised \$500 to support the local community while disposing of this excess stock sustainably.

*“The gold coin donation system worked really well and meant everyone in the community could participate. While some people filled bags to the brim for their \$1 donation, those who could afford to do so took the opportunity to contribute more.”*  
– Janet, Customer Service Librarian, Croydon Library

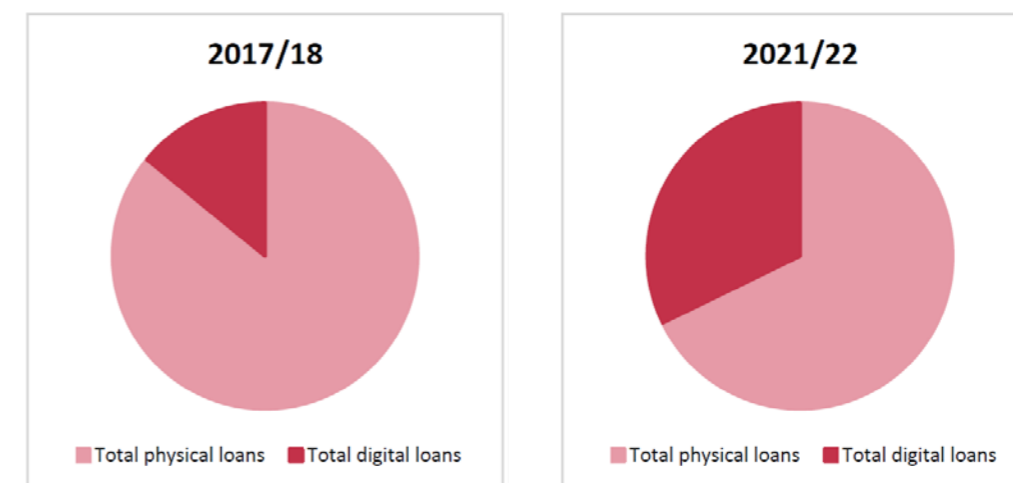


# REGIONAL STATISTICS

Our library usage statistics were significantly impacted by lockdowns during the first half of the financial year, as libraries were closed throughout much of July to October 2021.

This year we saw a dramatic increase (116%) in use of the *Your Library* App, most likely due to the addition of Click and Collect functionality that enabled borrowers to order collection of items directly.

Additionally, we continue to see increased usage of our digital collections and resources. In the past five years, digital loans have grown by 18% as a proportion of total loans, making up 32% of total loans in 2021-22.



Although library usage remains down compared to the years before the pandemic, it is clear that our communities are embracing the return of regular opening hours and in-person events.

Between November 2021 and June 2022, our libraries saw a 70% increase in visits, 39% increase in loans and 122% increase in the number of PC sessions. In particular, the removal of vaccination guidelines in April 2022 and our return to full opening hours in May 2022 had a noticeably positive impact on library usage.



# REGIONAL STATISTICAL SUMMARY

	Members		Visits		Loans		PC sessions		WiFi sessions	
	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22	2020-21	2021-22
<b>Bayswater</b>	8,433	9,242	29,683	43,791	69,012	58,029	2,970	3,662	8,732	104,270
<b>Boronia</b>	12,759	13,439	33,145	37,237	102,715	87,072	3,543	3,760	5,327	31,892
<b>Ferntree Gully</b>	10,782	11,385	29,309	41,979	101,575	92,143	2,268	2,715	4,339	14,820
<b>Knox/Knox Express</b>	35,312	36,698	78,797	45,055	227,829	118,972	10,340	5,633	14,823	39,876
<b>Knox Outreach</b>	986	1,004	-	-	-	-	-	-	-	-
<b>Miller's Homestead</b>	-	23	-	-	-	659	-	120	-	4,797
<b>Rowville</b>	22,841	23,999	54,811	60,527	137,936	115,814	7,013	6,525	16,670	248,847
<b>eLibrary loans</b>	-	-	-	-	305,623	334,110	-	-	-	-
<b>Admin</b>	387	562	-	-	1,652	228,719	-	-	-	-
<b>Knox total</b>	<b>91,500</b>	<b>96,352</b>	<b>225,745</b>	<b>228,589</b>	<b>946,342</b>	<b>1,035,517</b>	<b>26,134</b>	<b>22,415</b>	<b>49,891</b>	<b>444,502</b>
<b>Croydon</b>	31,929	33,511	84,008	86,033	282,411	222,095	8,604	6,920	10,561	59,866
<b>Realm</b>	59,890	62,950	111,698	139,936	169,748	140,820	11,804	17,234	37,644	207,017
<b>eLibrary loans</b>	247	358	-	-	194,845	213,006	-	-	-	-
<b>Admin</b>	-	-	-	-	1,053	145,816	-	-	-	-
<b>Maroondah total</b>	<b>92,066</b>	<b>96,819</b>	<b>195,706</b>	<b>225,969</b>	<b>648,058</b>	<b>721,738</b>	<b>20,408</b>	<b>24,154</b>	<b>48,205</b>	<b>266,883</b>
<b>Belgrave/Belgrave Express</b>	15,277	16,165	34,720	56,320	104,038	60,796	2,764	3,176	13,253	53,083
<b>Flexi Van</b>	2,412	2,386	-	-	2,939	840	-	-	-	-
<b>Healesville</b>	7,919	8,405	26,482	33,542	50,977	39,994	2,194	1,933	4,383	18,849
<b>Lilydale</b>	17,578	18,371	35,580	35,580	91,113	71,145	3,167	3,145	7,677	50,636
<b>Monbulk</b>	720	833	-	-	9,053	6,919	-	-	-	-
<b>Montrose</b>	4,571	4,845	12,813	14,980	38,189	27,720	387	462	5,029	86,968
<b>Mooroolbark</b>	12,307	13,010	33,699	34,153	104,324	85,083	3,557	3,422	6,809	38,099
<b>Mount Evelyn</b>	2,031	2,167	-	-	9,073	8,492	425	377	4,297	55,269
<b>Yarra Glen</b>	145	208	-	-	2,469	2,602	-	-	-	-
<b>Yarra Junction</b>	10,789	11,209	31,995	35,589	89,871	59,646	2,737	2,064	6,378	19,750
<b>eLibrary loans</b>	344	499	-	-	271,502	296,808	-	-	-	-
<b>Admin</b>	-	-	-	-	1,468	203,184	-	-	-	-
<b>Yarra Ranges total</b>	<b>74,093</b>	<b>78,098</b>	<b>175,289</b>	<b>210,164</b>	<b>775,016</b>	<b>863,229</b>	<b>15,231</b>	<b>14,579</b>	<b>47,826</b>	<b>322,654</b>
<b>Regional total</b>	<b>257,659</b>	<b>271,269</b>	<b>596,740</b>	<b>664,722</b>	<b>2,369,416</b>	<b>2,620,484</b>	<b>61,773</b>	<b>61,148</b>	<b>145,922</b>	<b>1,034,039</b>

# REGIONAL CHARTS

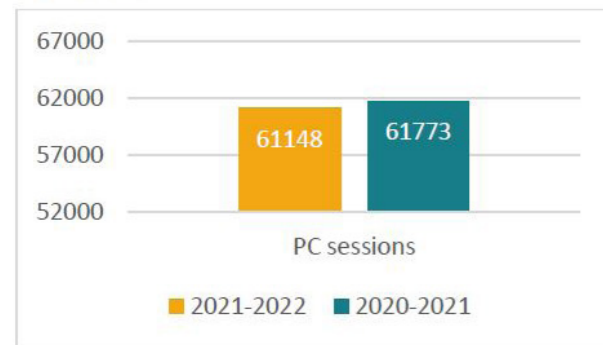
New members



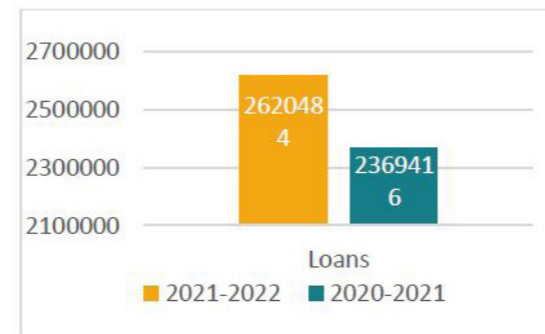
Total members



PC sessions



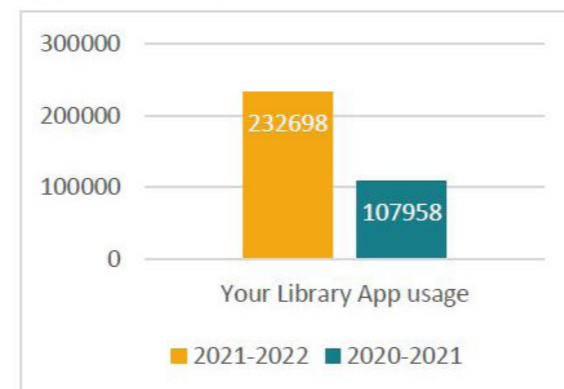
Loans



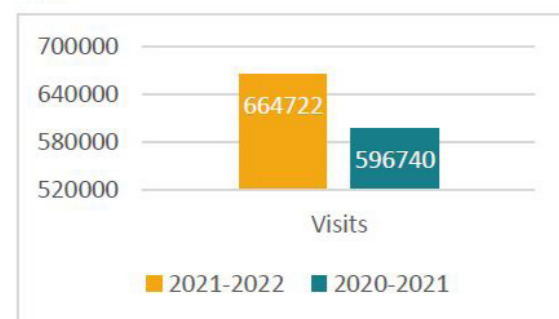
Wi-fi sessions



App use (launches)



Visits



Web visits (page views)



# BUSINESS AND TECHNOLOGY



## Australia's first biodegradable book covering (SDG 12, 13, 14, 15, 17)

Approximately 30,000 new books are purchased by *Your Library* annually. To make sure that they can be borrowed by multiple users, they used to be covered in protective plastic. In partnership with James Bennett and Raeco, *Your Library* will be the first library in Australia to adopt a biodegradable book covering, which breaks down in landfill without leaving microplastics.

The new book covering will be applied to all new books purchased from 1 July 2022.

*"I am very proud to say that Your Library is the first library service to commit to using environmentally friendly products on all its books that require a protective covering. The ability to further our commitment to sustainability and protecting our environment ensures that we continue to be a leader in the sector. This decision is supported by our Library Plan, especially Key Direction 5 which states: 'Practice sustainability and protect our environment.'"*  
- Cr Kylie Spears, Maroondah City Council

## Click and Collect on the *Your Library* app

The new Click and Collect service within our *Your Library* app was launched to provide another convenient way for our community to collect items. This service allows members to pick up available reservations when it suits them, without having to pre-commit to an agreed date/time. The on-demand nature of this solution provides an efficient workflow for staff and better service to our members.

*Your Library* plans to continue this service beyond the lockdown to offer an alternative option for collecting items and possibly extending it to afterhours by utilising reservation lockers.

## Microsoft SharePoint intranet and document libraries

*Your Library* launched the new SharePoint Intranet site with document libraries, news, quick links and many other handy resources for the team. This allowed us to offer a more secure and seamless experience for our staff. The new site integrates with MS Teams and facilitates collaboration across our teams easily.

The next stage of the project is to cleanse and migrate the existing data saved in our network drives across to SharePoint document libraries. This will progress the last stage of ERL's transition to a fully cloud-based ICT infrastructure.



## New people counters

We are installing more accurate and sophisticated people counters across all our libraries. These counters use anonymised video technology to accurately recognise people and count with an accuracy of 99.8%.

The new people-counting solution will be able to provide a detailed analysis of library visits including business across the day, average time spent in the library and live occupancy (important to adhere to COVID-19 density requirements).

More importantly, the data from the new counters can be integrated to our business analytics solution, which can provide greater insights into library visits, for example, comparing the number of loans per visit.





### New finance, rostering and payroll systems

Cloud-based accounting and finance system Xero was implemented at *Your Library* to start independent in-house finance operations. HLB Mann Judd, in consultation with *Your Library* and Knox City Council's Finance Team, oversaw the transition. Trial balances were maintained in parallel in both systems from May 2022 to ensure a smooth transition at the end of the financial year. HLB Mann Judd have consolidated accounts where appropriate and introduced modern best-practice accounting methodologies.

A new payroll system, HR3, and rostering system, Humanforce, were introduced simultaneously and will integrate seamlessly into Xero. Both systems will provide improved auditing capabilities, more efficiencies and better insight into library operations.

### Fast and reliable internet for all (SDG 1, 4, 9, 10, 11)

All *Your Library* branches are now connected to a business grade NBN fibre internet connection. Ferntree Gully, Healesville, Yarra Junction and Montrose branches had their fibre installations completed over November and December.

These new connections allow us to provide a more reliable service to the community and provide fast internet on our wi-fi and public PCs. All branches (except for reading rooms) now enjoy a minimum 200/200MB bandwidth in their networks.

### Improved cybersecurity

*Your Library* conducted an Essential Eight cybersecurity evaluation and implemented many recommendations to improve our cybersecurity position. New artificial intelligence-based threat detection systems, email and cloud security solutions, back-up and restore solutions were among the main system improvements.

Staff training and heightened ICT operational controls were also a focus and an area of continuous improvement. *Your Library* will continue to build and improve its cyber security to deter and protect critical ICT infrastructure and information.

### New technology – laser cutter (SDG 4, 8, 9, 10)

To complement our 3D-printing program, the Digital Literacy Team purchased an Emblaser 2 Laser Cutter, which has been embraced by the library community. For young people, the laser cutter has been used for Outreach with local scouts groups and school holiday programs, and at community festivals. They have created engraved keychains of their own artwork and designed their own 'Rusty Arnold' teddies. This has given event participants the opportunity to build their own artistic creativity, as well as skills and awareness of advanced manufacturing technologies.

For adults, the laser cutter has featured in craft activities in the libraries where participants have learned about its capabilities and our experiences with it, and have had the opportunity to cut and engrave using the technology. We have had a great deal of interest from the community, including local artists, Men's Shed representatives and small business owners. We have also offered more in-depth sessions for small business owners who are considering purchasing a laser cutter themselves, to help them in their decision-making processes.

### More secure and standardised email signatures

*Your Library's* Office365 email signatures will be more secure and professional with the implementation of CodeTwo – Server Side email signatures. The new email signatures will be automatically and securely added to outgoing emails (new/replies) from any device. The application also makes incorporating advertising banners, acknowledgements and other additions to emails much easier.

# OPERATIONS REPORT

## Employees

Employees	2020-21	2021-22
Number of staff members (including CE)	114	122
EFT (Including CE)	83	87
<b>Gender</b> (as disclosed by staff)		
Female	95 (83.4%)	107 (87.81%)
Male	19 (16.6%)	15 (12.29%)
Average length of employment (years)	13.49	14.2
Longest length of employment (years)	44	45
Average age (years)	46.83	44.1
Average retirement age (years)	61.5	63.5
Age of oldest staff member (years)	72	67
Age of youngest staff member (years)	20	19
Age 40 to 75	74	68
Age 20 to 39	40	54

## 2021-22 staff movement

Category	Number of staff
Resignations	10
Appointments	31
Secondments	5
Supported pre-retirement arrangements	4
Study leave	11
48/52	0
Long-term leave (6 months)	3
Long-term leave (12 months)	1
Parental leave	1
Casual conversion	9

## Years of service recognition

ERL recognises employees' years of accumulated service as determined at 31st of December of each year. Years of service will be calculated on continuous years of service. For each employee who has reached a service milestone during the past calendar year, their service will be recognised at the Annual Regional Christmas Function in December of each year.

Congratulations to the staff who reached a service milestone during 2021.

Years of continuous service	Number of staff
40 years	1
35 years	3
25 years	2
15 years	4
10 years	2



## Staff events

### Footy fever morning tea

Croydon Library hosted an online morning tea to keep staff connected during lockdowns. Staff also participated in footy-themed dress ups and raised \$210 to support Fight MND.

### Christmas

This year's Christmas party was held at Lilydale Library on Tuesday 14 December 2021. A great time was had by all who attended, who loved the opportunity to catch up and celebrate our achievements from the past two years.

Lilydale Library also arranged a Christmas raffle for all staff, with \$525 being raised for Anchor Homelessness Services.

The prize was a fabulous quilted Grinch wall hanging (pictured top right) made by the talented Sharon.

## Staff development and training

In the past 12 months, *Your Library* has placed a strong emphasis on promoting libraries as a shared family experience to be enjoyed by each family member in their own way.

Our service ethos is very dependent upon quality staff. We have always maintained a strong family-friendly attitude towards our staff. Staff are well trained as library and information professionals, and in customer service. Ongoing training seeks to continually improve standards of service delivery. Effective systems and policies are in place to support these standards.

This year there has been a focus on branch presentation. Staff have attended display workshops that have provided simple and inexpensive, but effective, techniques. This has made a considerable difference to the presentation of the libraries and the promotion of the collection and library services.

All branches have set specific goals for their staff teams for the coming year that will improve their branch presentation, customer service, promotion of services and programs, and collections marketing.

Training type	Title	No. of staff completed	
General	Holds shelf management	39	
	Wireless headset training	42	
	Widgets and the home screen	All	
	Engaging staff in digital resources	All (ongoing)	
Human resources	Online VISION Super retirement seminar	9	
	Performance conversation leader training	21	
	VISION Super: Understanding your superannuation/Planning for your retirement	16	
	Managers and Team Leaders @ Miller's Homestead - Branch Action Plans	20	
	New employees - Induction and training	31	
	New employee follow up training	31	
Child safety	Children left unattended in the library	All (ongoing)	
	Child safety officer refresher	2	
Literacy	Melbourne conversations - the digital literacy gap	7	
	Understanding ERL's employees' literacy knowledge	All	
Promotional	SLV: Can stories save us - using fiction and creative non-fiction to start conversations about climate change	8	
	SLV Victoria Reads: Stories that matter	8	
	Libraries: A moment in Time	12	
	PLVN Family History Workshop: Understanding family history and family historians	6	
	PLVN: Digital innovation conference	6	
	Library innovation showcase	60	
	OH&S - online units	Manual handling	87
		Lifting techniques	64
Lifting techniques part 2: Child's play		64	
Niche Academy: COVID - how to deal with problems behaviours on reopening		All	
Risk assessment workshop on COVID vaccination and the workplace		13	
Maddox: COVID-19 Vaccinations and the workplace: current issues		8	
Burnout and stress		All (ongoing)	
COVID: how to deal with problem behaviours		All (ongoing)	
5-day HSR OH&S course		16	
First aid level 1		16	
Face masks - refresher		All (ongoing)	
Bullying and diversity in the workplace		All (ongoing)	
Learning seat compliance essential sexual harassment prevention		All (ongoing)	
Workplace health and wellbeing		All (ongoing)	
Manual handling		All (ongoing)	
Child's play - manual handling		All (ongoing)	
Managing domestic and family violence in the workplace	6		
Managing mental health in the workplace	All (ongoing)		
ASU Conference Leave	Essential safe and secure	6	

## Occupational health and safety

### OH&S general

- A five-day health and safety representatives course was held at admin with a representative from each service point location
- Workplace inspections completed January 2022
- Key registers audited and signed January 2022
- Electrical tagging testing completed December 2021
- Emergency manuals – reviewing layout design and content
- Kitchen audits: all branches – replacement items purchased February 2022
- January 2022 – branch emergency evacuation procedures and fire drills undertaken

### COVID 19 actions and procedures

In compliance with DHHS directives we transitioned from COVID Safe Plan No. 15 to COVID Safe Plan No. 29.

For the majority of July–September 2021, all branch service points were closed in line with Victorian Government directives. Branches remained operational during this time, as alternative services were delivered including Call and Collect, Click and Collect, online event delivery and information services via telephone.

From 3 November (Croydon and Realm) and 8 November (all other locations) our branches reopened to the public in line with DHHS directives for conditions of entry and vaccination requirements. Security officers were engaged for the first two to three weeks of opening to support staff to implement the new guidelines. Staff assisted library users on how to access, download and show proof of vaccination as well as in using QR codes and check-in kiosks. Where proof of vaccination was unable to be provided, or where library users did not want to enter the library, alternative services continued to be delivered such as Call and Collect.

Management, staff and our communities were all happy to see the removal of COVID-19 marshalls as an operational requirement from 23 April 2022. Modified opening hours remained in place until 22 May, due to staff absences, and COVID safe plan requirements continue to apply.

### COVID support for staff

Your Library continues to ensure all DHHS directives are communicated to employees and encourages social distancing and the promotion of hygienic practice throughout all libraries.

### Vaccination strategies

Following the COVID-19 Mandatory Vaccination (General Workers) Order which imposed obligations upon employers in relation to the vaccination of general workers, in order to limit the spread of COVID-19 a Vaccination Policy was developed. All employees at ERLC have received the mandated COVID19 vaccinations, and we continue to monitor DHHS guidelines.

### WorkSafe site visits

Rowville Library was visited twice by WorkSafe inspectors on compliance COVID Safe Plan, and staff were able to demonstrate the organisation's compliance with DHHS directives on behalf of the corporation.

WorkSafe inspectors commented on the high standard of our paperwork.

## Regional accident summary

There were eight accidents recorded in the region – four involving staff and four involving visitors. All were properly managed in-house.

## Regional incident summary

There were 42 reported incidents recorded. This is unusually high. However, 40 of these were related to visitors' objections to, or refusal to comply with, DHHS directives regarding access to community facilities. All incidents were properly handled by staff, with six incidents referred to police.

## Policy compliance

Policy	Comments
Gender composition of ERL (as disclosed by staff)	Female – 107; male – 15
Employee grievances	Two employee grievances were actioned. Both were resolved. No further action was required.
Employee education	See Staff development and training above
Employee certification Working with Children / Police Checks	All employees hold current Working with Children Check. All police checks are updated.
COVID-19 vaccination	All employees at ERLC have received the mandated COVID-19 vaccinations, and we continue to monitor DHHS guidelines.

## Power interruptions and general closures

Location	Dates	Reason
Ferntree Gully	26–30 August 2021	New lighting installation
Lilydale	6 November 2021	Box Hill TAFE – electrical upgrade
Knox	24 December 2021 – 10 January 2022	Relocation
Boronia	7–8 January 2022	Storm water damage
Croydon, Lilydale, Yarra Junction	7 January 2022	Power Outages
Croydon	30 January 2022	AUSNET scheduled power outage
Croydon	20 March 2022	AUSNET scheduled power outage
Yarra Junction	6 May 2022	Weather event (12.00–5.30pm)
Yarra Junction	12 April 2022	AUSNET scheduled power outage

## Reporting on our strategic planning framework

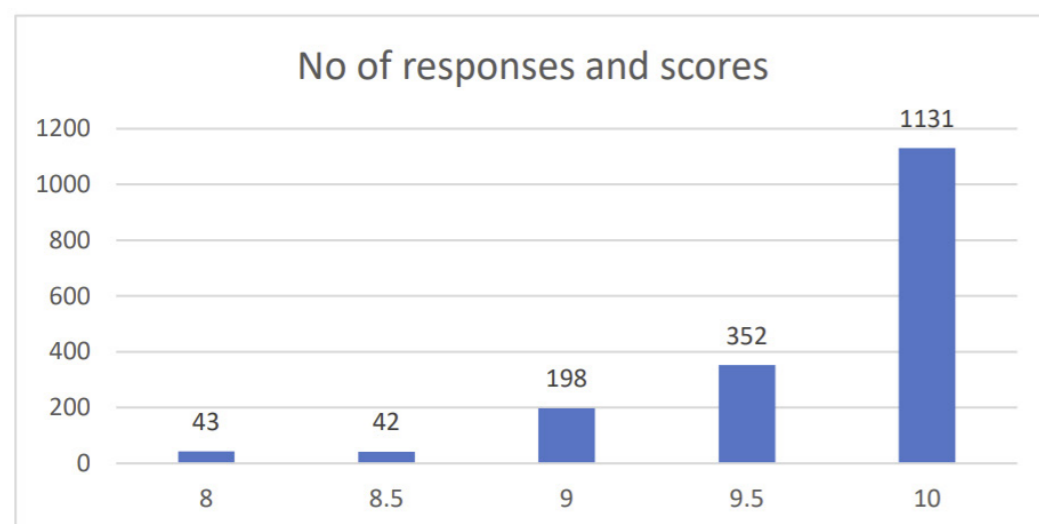
This Annual Report is a reflection on what we achieved in relation to our strategic planning framework and goals. One way we assess our achievements is through surveys, members and comparing our statistics year on year.

### Surveys

#### Vox populi survey 2021

To obtain an up-to-date picture of its performance, *Your Library* ran a vox populi survey in late 2021.

We received 1,766 responses – a fantastic result. The lowest score was 8 out of 10, and 1,131 respondents (64%) rated us 10 out of 10.



Almost 80% of the 1,766 respondents ‘would definitely’ (score of 10) recommend to other people that they should join the library service.

#### 2022 Victorian Public Library Survey

We participated in the 2022 Victorian Public Library Survey, which provides useful information for delivering and improving our library services and benchmarking our library service against others across Victoria.

Across Victoria, 18,131 responses were received, 1,657 of which were for Eastern Regional Libraries.

Overall, how satisfied are you with the services of your library?											
	Not satisfied			Moderately satisfied				Very satisfied			
	0	1	2	3	4	5	6	7	8	9	10
<i>Your Library</i>	2%	0%	0%	0%	0%	3%	2%	6%	15%	15%	56%
Victoria	2%	0%	0%	0%	0%	3%	2%	6%	16%	18%	51%

- Average score *Your Library* = 8.89
- Average score Victoria = 8.74
- 86% of survey respondents rated *Your Library* as 8 or higher.

How well do you think your library performs in terms of ...?		
	<i>Your Library</i>	Victoria (Average)
Opening hours	4.34	4.28
Look and feel of the library building	4.36	4.36
Availability and ease of finding books and information	4.40	4.37
Ease of using the library website	4.32	4.17
Access to the digital library	4.27	4.16
Providing computer/Wi-Fi access	4.36	4.34
Responding to users' requests	4.57	4.50

*Responses were rated from 1 (Very poor) to 5 (Excellent) and Don't know/Not applicable*

How well do you think library staff perform in terms of ... ?		
	<i>Your Library</i>	Victoria (Average)
Being welcoming and friendly	4.70	4.64
Being knowledgeable and professional	4.72	4.66
Improving my use of library services	4.50	4.47
Being welcoming and friendly	4.60	4.54

*Responses were rated from 1 (Very poor) to 5 (Excellent) and Don't know/Not applicable*

# LEGISLATIVE COMPLIANCE

## Protected disclosures

The *Protected Disclosure Act 2012* facilitates the disclosure of corrupt or improper conduct. It also provides protection to people who disclose this information. ERLC is committed to the aims and objectives of the Act.

ERLC recognises the value of transparency and accountability in its administrative and management practices and supports the making of disclosures that reveal corrupt conduct, conduct involving a substantial mismanagement of public resources, or conduct involving a substantial risk to public health and safety or the environment.

ERLC has not received any disclosures directly nor has it received any referrals from the Ombudsman or IBAC for the year ended 30 June 2022.

## Freedom of information

Access by way of inspection, or by a copy of a document, is available from the ERLC's offices at 1350 Ferntree Gully Road, Scoresby, VIC 3179. The ERLC also provides copies by mail. Requests for access to documents should be directed to the Freedom of Information Officer at the above address.

ERLC did not receive any FOI requests for the year ended 30 June 2022.

## Information privacy

The *Information Privacy Act 2000* and *Health Records Act 2001* are designed to protect the private information of individuals. ERLC has a privacy policy available through its library branches and website.

ERLC did not receive any privacy or data protection complaints during the year ended 30 June 2022. A data breach happens when personal information is accessed or disclosed without authorisation or is lost.

ERLC is not aware of any data breaches of our internal or managed data services during the year ended 30 June 2022.

## Child safety

All ERLC staff have Working with Children Checks and have received training in the Child Safe Standards.

## Allegations of child abuse

ERLC has not had to respond to, or report, any allegations of child abuse in the year ended 30 June 2022.

## Equal opportunity

ERLC is committed to the principles of equal opportunity and we believe that our staff, volunteers, members and suppliers are entitled to merit-based processes and an environment free of harassment and bullying.

All staff have an entitlement to access employment, promotion, training and benefits based on their skills, qualifications, abilities and work performance.

We reinforce our commitment to the principles of equal opportunity through our staff induction program, Code of Conduct and regular team meetings.

## Human rights

The Charter of Human Rights and Responsibilities sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between government and the people it serves.

The Charter requires people delivering services on behalf of government, such as ERLC, to act consistently with the human rights in the Charter.

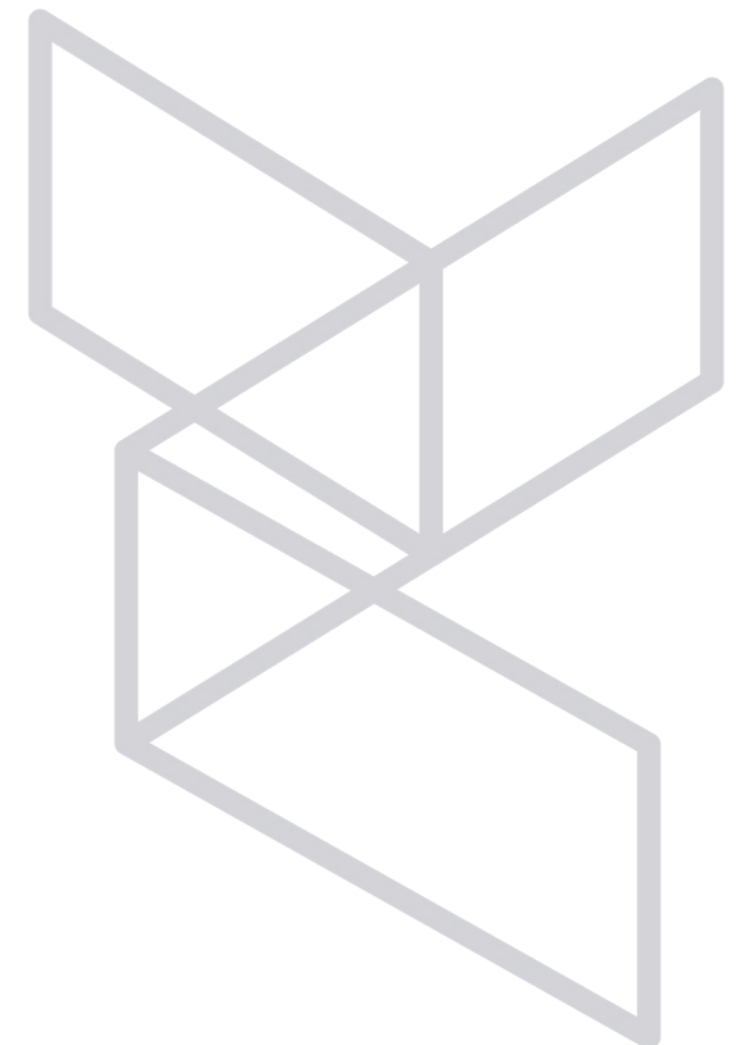
Twenty fundamental human rights are protected in the Charter. In certain circumstances, some rights may be limited. However, this must be necessary and reasonable, and there must be clear reasons for the decision.

In accordance with the Charter, ERLC protects human rights by acting in ways that are compatible with human rights and taking relevant human rights into account when making decisions, providing services or developing our strategies and plans.

## Gender equity

ERLC has been advised by the Commission for Gender Equality that it does not fall within the scope of the *Gender Equality Act 2020*. *Your Library* will still pursue the objectives of the Act, although we do not have to report formally on our outcomes to the Victorian Government.

We will report on our actions and outcomes on gender equality through our quarterly reports and annual report to the Board.





# PART 3 Financial Report

## Summary

The continued focus of delivering highly rated services in a cost-effective manner means ERLC is in a strong financial position to continue its library services on behalf of its Member Councils.

ERLC is capable of meeting all its liabilities, statutory or otherwise, including all short and long-term employee benefits and any call for unfunded superannuation liability as a result of the performance of the Defined Benefits Scheme.

In addition, ERLC can now fund its longer-term investment in IT and RFID equipment without relying on leasing. This will mean first-class IT infrastructure and services for the communities that ERLC services on behalf of its Member Councils.

### 2021-22 surplus

The financial report shows a surplus of \$1 million.

This outcome is better than budgeted, for the following reasons:

- Employee costs were lower than budget by \$0.5 million because of closures and reduced operating capacity during the COVID-19 pandemic.
- Materials and services were down by \$0.2 million on budget because of the impact of COVID-19.
- Net loss on disposal of assets of \$0.1 million were less than budgeted because the number of items disposed of was less than estimated when the 2021-22 budget was prepared.
- The overall result is due to the ongoing work to contain costs within the contributions provided by our Member Councils.

All areas of expenditure are constantly under review and savings are constantly being sought and gained in the area of library systems and technology.

ERLC will continue to review all its expenditure to ensure best value outcomes for its Member Councils.

### Income

Our Member Councils' contributions for 2021-21 increased by 1.5% in line with rate capping.

Our Member Councils directly contribute 79% of the total cost of running ERLC in 2020-21. These contributions were slightly down on 2019-20,

because of a rebate provided from ERLC due to the impact of COVID 19 on our services.

Member Council contributions in our annual financial report do not take into account the indirect costs borne by our Councils (for ex cost of leasing, building maintenance).

### Accumulated surplus as at 30 June 2021 – \$13.9 million

ERLC rightly has a risk averse policy on investments, which precludes investments other than term deposits. However, as with our Member Councils, our investments returns has been showing a steady decline over the last 12 to 24 months.

Based on these poor returns, it was decided that the ERLC's accumulated surplus would be better utilised in funding new or improved libraries. The distribution of ERLC's accumulated surplus would provide a better overall return for our communities.

As part of the 2021-22 budget, it was resolved that each Member Council would receive a distribution of \$2 million in 2021-22.

The timing of the distribution was to coincide with the substantially increased Victorian Government's Living Libraries Grant funding levels over the next two years. The increased fund would allow Councils to seek up to \$1 million in matching funding for a project, or \$1.5 million in the case of Yarra Ranges.

The distributions were made to our Member Councils on the basis that they are held in an asset reserve fund, the nature and purpose of which is major capital expenditure used to acquire, refurbish or redevelop library premises either as standalone premises or as part of community hubs.

## Balance sheet

The balance sheet is in a healthy position with current assets (\$5.2 million) greater than current liabilities (\$2.4 million). This means that ERLC is in a position to meet all its liabilities, statutory or otherwise, including all short and long-term employee benefits, which stand at \$2.0 million. Current assets include cash of \$5.2 million.

## Cash flow

Cash flows from operating activities (\$15.2 million) were sufficient to meet payments (\$12.1 million) during the year, and \$1.7 million to meet capital expenditure on library materials. Cash at \$5.2 million remains healthy at 30 June 2022.

## Income

Total income of \$14.1 million is made up as follows:

Income source	Year ended 30 June 2022	Year ended 30 June 2021	Year ended 30 June 2020	Year ended 30 June 2019	Year ended 30 June 2018
	\$'000	\$'000	\$'000	\$'000	\$'000
Grants - Victorian Government	2,970	2,886	2,801	2,748	2,692
Contributions - Member Councils	11,033	10,372	10,555	10,398	10,171
User charges, fees and fines	59	50	215	302	356
Other income	100	59	132	292	244
<b>Total income</b>	<b>14,162</b>	<b>13,367</b>	<b>13,703</b>	<b>13,740</b>	<b>13,463</b>

### Grants - Victorian Government (\$2.9 million)

The Victorian Government contributes 21% to our highly valued community service (Figure 1).

Our Public Library Grant increase for 2021-22 was 3.0%. This represents a reduction in real dollar terms of the level of support from the Victorian Government when compared to CPI of 6.1% for 2021-22.

## Equity

The Member Council's equity has remained the same, at \$3.6 million. However, the accumulated surplus has reduced by \$6.1 million following the distributions to the Member Councils.

## Capex vs depreciation

ERLC maintained its investment in assets (\$2.0 million) above the write-off for depreciation (\$1.8 million).

## Grant increase vs CPI

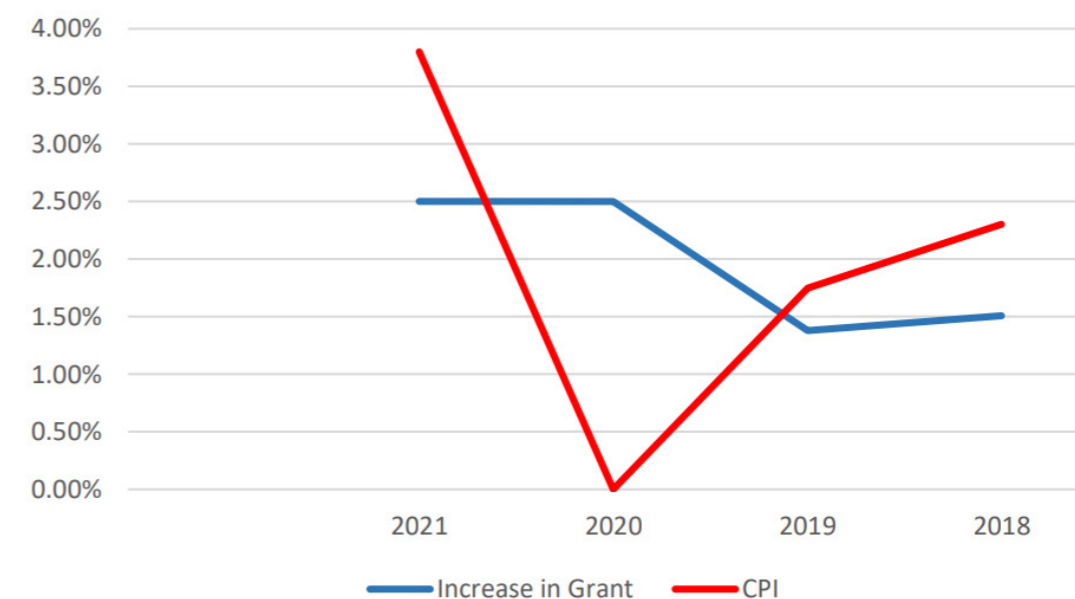


Figure 1: Increase in grant income vs CPI, 2018-2022

### Contributions - Member Councils (\$11 million)

The Victorian Government contributes 21% to our highly valued community service (Figure 1).

Our Public Library Grant increase for 2021-22 was 3.0%. This represents a reduction in real dollar terms of the level of support from the Victorian Government when compared to CPI of 6.1% for 2021-22.

### Other sources (\$0.15 million)

ERLC generated less than 1% of its income through user charges and investment income mainly because of the impact of COVID-19.

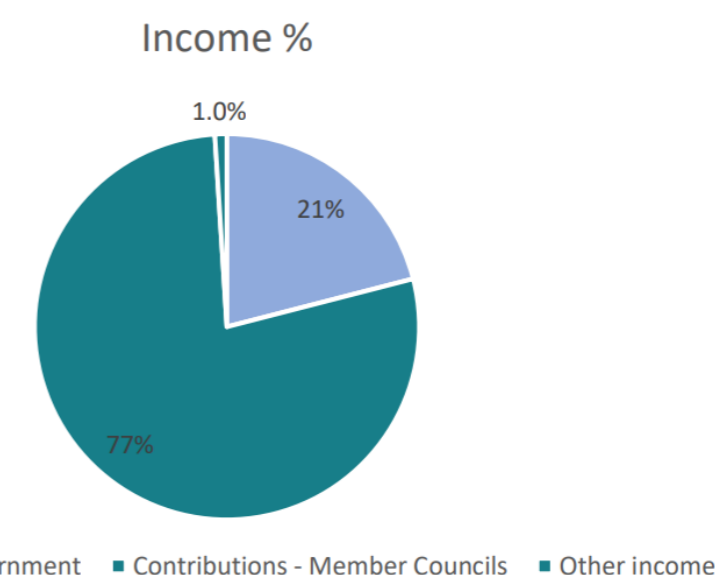


Figure 2: Sources of income 2021-22

## Expenses

The overall result for expenses is mainly due to the ongoing work to contain costs within the contributions provided by our Member Councils. Our Member Councils' contributions for 2021-22 increased by 1.5% in line with rate capping.

Total expenses of \$13.2 million are made up as follows:

Expenses	Year ended 30 June 2022	Year ended 30 June 2021	Year ended 30 June 2020	Year ended 30 June 2019	Year ended 30 June 2018
	\$'000	\$'000	\$'000	\$'000	\$'000
Employee costs	8,700	8,927	8,986	8,670	7,997
Materials and services	2,188	1,969	2,083	1,876	1,946
Depreciation	1,898	1,624	1,197	1,869	1,813
Amortisation – right of use assets	123	125	303		
Net loss on disposal of assets	99	260	222	477	108
Finance costs – leases	3	5	10		
Other expenses	67	33	32	349	386
<b>Total expenses</b>	<b>13,078</b>	<b>12,943</b>	<b>12,833</b>	<b>13,241</b>	<b>12,250</b>

### Employee costs – \$8.7 million

Employee costs remain the highest expense factor for ERLC, making up 67% of total expenses (Figure 3).

While salaries increased by 1.8%, there was an overall decrease in employee costs (lower than budget by \$0.5 million) because of closures and reduced operating capacity during the COVID-19 pandemic.

### Materials and services – \$2.1 million

Materials and services were \$2.2 million compared to the budgeted 2020-21 figure of \$2.4 million. This was mainly because of closures and reduced operating capacity during the COVID-19 pandemic.

The main areas of savings were:

Area	Expenditure \$	Budget \$	Variance \$	Explanation
Courier	220,312	307,678	(87,366)	Less deliveries direct to homes
Employee assistance program	1,085	15,140	(14,055)	Increase in staff resilience
Postage	5,898	21,006.00	(15,108)	Lower request for delivery to home

### Depreciation and amortisation – \$1.8 million and \$0.1 million

Depreciation refers to an accounting method used to allocate the cost of a tangible or physical asset over its useful life. Depreciation represents how much of an asset's value has been used.

Depreciation	\$'000
Library materials	1,604
Furniture and equipment	287
Plant	7
<b>Total</b>	<b>1,898</b>

Amortisation is an accounting technique used to periodically lower the book value of a right of use asset (e.g. property lease) or an intangible asset over a set period of time. When applied to an intangible asset, amortisation is similar to depreciation.

Amortisation	\$'000
Software	4
Property (ERLC Admin)	119
<b>Total</b>	<b>123</b>

### Net loss on disposal of assets – \$0.1 million

Net loss on disposal of assets of \$0.1 million was less than budget because the number of items actually disposed was less than estimated when the 2021-22 budget was prepared.

An asset (for example, a book or DVD) must be removed from the balance sheet when the asset is disposed of – i.e. when it is sold or withdrawn. The proceeds received on the asset sale are compared to the asset's book value to determine if a gain or loss on disposal has been realised. If the proceeds are less than book value, a loss on disposal has been realised. The loss is reported on the income statement and the loss reduces income.

The net loss in the accounts refers to the disposal of stock withdrawn for recycling that is no longer suitable for lending, but still has a written down value (purchased for \$20, but now only worth \$5 because of lending over three years) on ERLC's asset register. For example, a book withdrawn from stock from recycling has no monetary value to ERLC, but it may have a written down value of \$5 on our asset register. The write of this asset is a loss of \$5.



## Balance sheet

The balance sheet is in a healthy position with current assets (\$5.2 million) greater than current liabilities (\$2.4 million). This means that ERLC is in a position to meet all its liabilities, statutory or otherwise, including all short and long-term employee benefits, which stand at \$2.0 million.

Current assets include cash of \$5.2 million.

### Current ratio

An important financial ratio is the current ratio.

A firm's total current assets are divided by its total current liabilities. The current ratio is a liquidity ratio that measures a company's ability to pay short-term obligations or those due within one year. A current ratio greater than 1.00 indicates that the company has the financial resources to remain solvent.

	\$'000	Current ratio
Current liabilities	2,625	2.01
Current assets	5,281	

## Cash flows

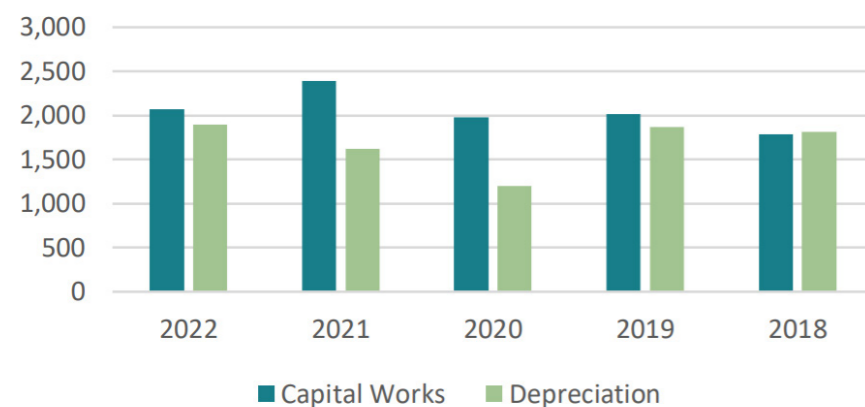
Cash flows from operating activities (\$15.2 million) were sufficient to meet payments (\$12.1 million) during the year, and \$1.7 million to meet capital expenditure on library materials.

## Cash flows

ERLC maintained its investment in assets (\$2.3 million) above the write off for depreciation (\$1.7 million).

	2022	2021	2020	2019	2018
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital works	2,074	2,388	1,978	2,018	1,787
Depreciation	1,898	1,624	1,197	1,869	1,813

### CAPEX vs Depreciation



# FINANCIAL STATEMENTS

## Table of Contents

### FINANCIAL REPORT

Certification of the Financial Statements  
Victorian Auditor-General's Office Report

Page  
80  
81

### Financial Statements

Comprehensive Income Statement  
Balance Sheet  
Statement of Changes in Equity  
Statement of Cash Flows  
Statement of Capital Works

83  
84  
85  
86  
87

### Notes to Financial Statements

Note 1	Overview	88
Note 2	Performance against budget	91
	2.1. Income and expenditure	91
Note 3	Funding for the delivery of our services	93
	3.1. Funding from other levels of government	93
	3.2. Net (gain)/loss on disposal of plant, furniture, equipment and library materials	93
	3.3. Other income	94
Note 4	The cost of delivering services	95
	4.1. Employee costs	95
	4.2. Materials and services	96
	4.3. Depreciation and amortisation	96
	4.4. Amortisation - Intangible assets	96
	4.5. Amortisation - Right of use assets	96
	4.6. Finance Costs Leases	96
	4.7. Other expenses	96
Note 5	Our financial position	97
	5.1. Financial assets	98
	5.2. Nonfinancial assets	98
	5.3. Payables	98
	5.4. Provisions	99
	5.5. Leases	103
	5.6. Members' equity (ownership interest)	104
	5.7. Accumulated Surplus	104
Note 6	Assets we manage	105
	6.1. Plant, furniture, equipment and library materials	105
Note 7	People and relationships	109
	7.1. ERLC and key management remuneration	109
	7.2. Related party disclosure	112
Note 8	Managing uncertainties	114
	8.1. Contingent assets and liabilities	114
	8.2. Change in accounting standards	114
	8.3. Financial instruments	115
	8.4. Fair value measurement	117
	8.5. Events occurring after balance date	117
Note 9	Other matters	118
	9.1. Reconciliation of cash flows from operating activities to surplus/(deficit)	118
	9.2. Superannuation	119
Note 10	Change in accounting policy	121

EASTERN REGIONAL LIBRARIES CORPORATION  
**Certification of the Financial Statements**

In my opinion, the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014*, the Australian Accounting Standards and other mandatory professional reporting requirements.

DocuSigned by:  
*Joseph Cullen*  
4F03EE52FDFC4D1...

**JOSEPH P CULLEN**

PRINCIPAL ACCOUNTING OFFICER

DATED AT SCORESBY ON THIS 16th DAY OF FEBRUARY 2023

In our opinion, the accompanying financial statements present fairly the financial transactions of the Eastern Regional Libraries Corporation (ERLC) for the year ended 30 June 2022 and the financial position of the ERLC as at that date.

At the date of signing, we are not aware of any circumstances that would render any particulars in the financial statements to be misleading or inaccurate.

We have been authorised by the Corporation and by the Local Government (Planning and Reporting) Regulations 2020 to certify the financial statements in their final form.

DocuSigned by:  
*Cr Marcia Timmers-Leitch*  
A7BBA1A68501431...

**CR MARCIA TIMMERS-LEITCH**

CHAIR

ERLC BOARD MEMBER

DocuSigned by:  
*Cr Andrew Fullagar*  
F3B81D541C91435...

**CR ANDREW FULLAGAR**

DEPUTY CHAIR

ERLC BOARD MEMBER

DocuSigned by:  
*Joseph Cullen*  
4F03EE52FDFC4D1...

**JOSEPH P CULLEN**

CHIEF EXECUTIVE OFFICER

DATED AT SCORESBY ON THIS 16th DAY OF FEBRUARY 2023

**VAGO**

Victorian Auditor-General's Office

## Independent Auditor's Report

To the Board members of Eastern Regional Libraries Corporation

**Opinion** I have audited the financial report of Eastern Regional Libraries Corporation (the corporation) which comprises the:

- balance sheet as at 30 June 2022
- comprehensive income statement for the year then ended
- statement of changes in equity for the year then ended
- statement of cash flows for the year then ended
- statement of capital works
- notes to the financial statements, including significant accounting policies
- certification of the financial statements.

In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2022 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014* and applicable Australian Accounting Standards.

**Basis for Opinion** I have conducted my audit in accordance with the *Audit Act 1994* which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

My independence is established by the *Constitution Act 1975*. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

**Board members' responsibilities for the financial report** The Board members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014* and for such internal control as the Board members determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board members are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.

**Auditor's responsibilities for the audit of the financial report**

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the corporation's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board members
- conclude on the appropriateness of the Board members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the corporation's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the corporation to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Travis Derricott  
as delegate for the Auditor-General of Victoria

MELBOURNE  
26 May 2023

## EASTERN REGIONAL LIBRARIES CORPORATION Comprehensive Income Statement for the period ended 30 June 2022

	Note	2022 \$'000s	2021 \$'000s
<b>Income</b>			
Grants - operating	3.1(a)	2,970	2,886
Contributions - monetary	7.2(a)	11,033	10,373
Other income	3.3	100	59
User charges, fees and fines		59	51
<b>Total income</b>		<b>14,162</b>	<b>13,369</b>
<b>Expenses</b>			
Employee costs	4.1(a)	(8,700)	(8,927)
Materials and services	4.2	(2,188)	(1,970)
Depreciation	4.3, 6.1	(1,898)	(1,624)
Amortisation - intangible assets	4.4	(4)	(4)
Amortisation - right of use assets	4.5	(119)	(121)
Finance costs - leases	4.6	(3)	(5)
Net loss on disposal of plant, furniture, equipment and library materials	3.2	(99)	(260)
Other expenses	4.7	(67)	(33)
<b>Total expenses</b>		<b>(13,078)</b>	<b>(12,944)</b>
<b>Surplus for the year</b>		<b>1,084</b>	<b>425</b>
<b>Total comprehensive result</b>		<b>1,084</b>	<b>425</b>

The above comprehensive income statement should be read in conjunction with the accompanying notes.

EASTERN REGIONAL LIBRARIES CORPORATION

**Balance Sheet  
as at 30 June 2022**

	Note	2022 \$'000s	2021 \$'000s
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	5.1(a)	5,281	5,867
Trade and other receivables	5.1(c)	8	22
Other financial assets	5.1(b)	-	4,600
Other assets	5.2(a)	-	186
<b>Assets held for distribution to owners</b>			
Plant, furniture, equipment and library materials	6.1	6,176	-
Right-of-use assets	5.5	61	-
Intangible assets	5.2(b)	30	-
Trade and other receivables	5.1(c)	-	-
<b>Total current assets</b>		<u>11,556</u>	<u>10,675</u>
<b>Non-current assets</b>			
Plant, furniture, equipment and library materials	6.1	-	6,099
Right-of-use assets	5.5	-	176
Intangible assets	5.2(b)	-	34
Trade and other receivables	5.1(c)	-	8
<b>Total non-current assets</b>		<u>-</u>	<u>6,317</u>
<b>Total Assets</b>		<u>11,556</u>	<u>16,992</u>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	5.3(a)	505	752
Unearned income	5.3(b)	-	4
Provisions	5.4(a)	2,049	2,062
Lease liabilities	5.5	71	117
<b>Total current liabilities</b>		<u>2,625</u>	<u>2,935</u>
<b>Non-current liabilities</b>			
Provisions	5.4(a)	-	41
Lease liabilities	5.5	-	69
<b>Total non-current liabilities</b>		<u>-</u>	<u>110</u>
<b>Total Liabilities</b>		<u>2,625</u>	<u>3,045</u>
<b>Net Assets</b>		<u>8,931</u>	<u>13,947</u>
<b>Equity</b>			
Members' equity based on initial contributions	5.6	3,689	3,689
Accumulated surplus	5.7	5,242	10,258
<b>Total Equity</b>		<u>8,931</u>	<u>13,947</u>

The above balance sheet should be read in conjunction with the accompanying notes.

EASTERN REGIONAL LIBRARIES CORPORATION

**Statement of Changes in Equity  
for the period ended 30 June 2022**

	Total \$'000s	Accumulated Surplus \$'000s	Members' Equity \$'000s
<b>2022</b>			
Balance at beginning of the financial year	13,947	10,258	3,689
Surplus for the year	1,084	1,084	-
Distributions to member councils	(6,100)	(6,100)	-
<b>Balance at end of the financial year</b>	<u>8,931</u>	<u>5,242</u>	<u>3,689</u>
<b>2021</b>			
Balance at beginning of the financial year	13,522	9,833	3,689
Surplus for the year	425	425	-
Distributions to member councils	-	-	-
<b>Balance at end of the financial year</b>	<u>13,947</u>	<u>10,258</u>	<u>3,689</u>

The above statement of changes in equity should be read in conjunction with the accompanying notes.

EASTERN REGIONAL LIBRARIES CORPORATION  
**Statement of Cash Flows**  
for the period ended 30 June 2022

	Note	2022 Inflows/ (Outflows) \$'000s	2021 Inflows/ (Outflows) \$'000s
<b>Cash flows from operating activities</b>			
<b>Receipts</b>			
Grants - operating		2,967	2,867
Contributions - monetary		12,136	11,410
User charges, fees and fines		65	56
Interest received		21	56
Other receipts		86	23
		<u>15,274</u>	<u>14,412</u>
<b>Payments</b>			
Employee costs		(8,700)	(9,016)
Materials and services		(2,718)	(2,244)
Net GST payment		(729)	(277)
Other payments		(23)	(44)
		<u>(12,169)</u>	<u>(11,581)</u>
<b>Net cash provided by operating activities</b>	9.1	<u><b>3,105</b></u>	<u><b>2,831</b></u>
<b>Cash flows from investing activities</b>			
Proceeds from sale of plant and equipment		-	12
Payments for plant, furniture, equipment and library materials		(2,073)	(2,388)
Proceeds from disposal of financial assets		4,600	3,750
Purchase of financial assets		-	(4,600)
		<u>2,527</u>	<u>(3,226)</u>
<b>Net cash provided by/(used in) investing activities</b>			
<b>Cash flows from financing activities</b>			
Interest paid - lease liability		(3)	(5)
Repayment of lease liabilities		(115)	(117)
Distributions to member councils		(6,100)	-
		<u>(6,218)</u>	<u>(122)</u>
<b>Net cash provided by/(used in) used in financing activities</b>			
Net Decrease in cash and cash equivalents		(586)	(517)
Cash and cash equivalents at the beginning of financial year		5,867	6,384
<b>Cash and cash equivalents at the end of the financial year</b>	5.1(a)	<u><b>5,281</b></u>	<u><b>5,867</b></u>

The above statement of cash flows should be read in conjunction with the accompanying notes.

EASTERN REGIONAL LIBRARIES CORPORATION  
**Statement of Capital Works**  
for the period ended 30 June 2022

	Note	2022 \$'000s	2021 \$'000s
<b>Plant and equipment</b>			
Library materials		1,728	1,795
Furniture and equipment		272	556
Work in progress		74	-
		<u>2,074</u>	<u>2,351</u>
<b>Total plant and equipment</b>			
<b>Total capital works expenditure</b>			
	6.1	<u>2,074</u>	<u>2,351</u>
<b>Represented by:</b>			
New asset expenditure		346	556
Asset renewal expenditure		1,728	1,795
		<u>2,074</u>	<u>2,351</u>
<b>Total capital works expenditure</b>	6.1		

The above balance sheet should be read in conjunction with the accompanying notes.

# EASTERN REGIONAL LIBRARIES CORPORATION

## Notes to and part of forming the Financial Report for the period ended 30 June 2022

### Note 1 Overview

#### Introduction

The Eastern Regional Libraries Corporation (ERLC) was established by an Order of the Governor in Council on the 14th of June 1996 and is a body corporate. The Corporation's main office is located at 1350 Ferntree Gully Road, Scoresby, Victoria, 3179.

The purpose of the Corporation is to:

- provide resources and programs aimed at meeting the information, recreation, educational and cultural needs of the diverse communities of Knox, Maroondah and Yarra Ranges in an equitable, effective, efficient, responsive and forward looking manner in accordance with the values and objectives of the Library Plan;
- provide or ensure the provision of, subject to any conditions attached to any State government library subsidies and grants to the Regional Library or the Councils, a regional library service for Councils' municipal districts as determined by the Board; and
- make Local Laws relating to the Regional Library; perform any other functions which are conferred on the Regional Library under this Agreement or the Act, including defining overall policy objectives, developing strategic policy, letting tenders for the provision of services, monitoring contracts under which services are provided, and approving a corporate plan and an annual service plan.

#### Statement of compliance

These financial statements are a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and Notes accompanying these financial statements. The general purpose financial report complies with the Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989* (as per the transitional provisions of the *Local Government Act 2020*), and the *Local Government (Planning and Reporting) Regulations 2014*.

#### Significant accounting policies

##### (a) Basis of Preparation and Presentation of Financial Statements

The Board members, having regard for their intention to wind up the Eastern Regional Libraries Corporation within twelve months of year end and transition the operations, assets, and liabilities from Eastern Regional Libraries Corporation to a new entity called Your Library Limited (effective 11:59pm on 30 June 2023), have prepared the financial statements on a basis other than as a going concern. The financial statements have been prepared by adopting 'restructure basis' as the net assets will be distributed back to the Member Councils who will gift them to a newly formed company limited by guarantee within twelve months of year end. Under restructure basis, all liabilities and commitments have been classified as current, on the basis that the Corporation will be wound up on 30 June 2023, being less than 12 months from the preparation of these financial statements. Non-current assets have been reclassified to held for distribution to owners and carried at the lower of their carrying amount and fair value less costs of disposal. As the carrying value approximates fair value, no adjustments have been made as a result of the reclassifications or ceasing to prepare the financial statements on a going concern basis.

In accordance with the *Local Government Act 2020*, ERLC is to be wound up within 10 years from the commencement of the Act. Consequently, the Member Councils have resolved to establish Your Library Limited during the 2022-23 financial year, as a continuation of the existing ERLC business.

On 27 June 2022, Knox City Council, Maroondah City Council and Yarra Ranges Council resolved, pursuant to section 110(1) of the *Local Government Act 2020*, to participate in the formation of, and become a founding member of, Your Library Limited (a public company limited by guarantee) on the terms of the Your Library Limited Constitution. To facilitate the transition to the new corporation, ERLC established a public company limited by guarantee, Your Library Limited, on 3 October 2022.

The Member Councils further resolved that ERLC will continue to provide library services under the current model, reflected in the Your Library Agreement between the Member Councils. The Your Library Agreement has been reviewed by the Member Councils and is awaiting signing.

The Your Library Agreement will reflect the Regional Library Agreement currently in place and deal with the equity to be introduced into the new entity subsequent to the Members' distributions made during the 2021-22 financial year (refer to Note 7.2(a)(ii)), the transfer of assets and liabilities, budgets, contributions and other matters.

On 30 June 2023, in accordance with Section 330 of the *Local Government Act 2020*, ERLC will be wound up following the transfer of operations, staff, assets and liabilities from the Corporation to Your Library Limited. The new entity, Your Library Limited will commence to operate on 1 July 2023.

The three Member Councils will contribute in the same proportion as before in accordance with the Your Library Agreement and the operations of the library will continue as before with the objective of serving the local community with library and other services.

The Board Members are satisfied that ERLC has sufficient resources to meet the expected costs of the transition and satisfy any liabilities as and when they fall due. ERLC remains in a strong financial position and the transition is not a result of financial concerns, rather the transition being imposed on the Corporation by changes to the *Local Government Act 2020*.

##### (b) Basis of accounting

The accrual basis of accounting has been used in the preparation of these financial statements, whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The financial statements have been prepared on a restructure basis (as detailed in Note 1(a)). The financial statements are in Australian dollars. The amounts presented in the financial statements have been rounded to the nearest thousand dollars unless otherwise specified. Minor discrepancies in tables between totals and the sum of components are due to rounding.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- the determination of depreciation on plant, furniture, equipment and library materials (refer to Note 6.1)
- the determination of employee provisions (refer to Note 5.4 (a))
- the determination of whether performance obligations are sufficiently specific so as to determine whether an arrangement is within the scope of AASB 15 Revenue from Contracts with Customers or AASB 1058 Income of Not-for-Profit Entities (refer to Note 3)
- the determination, in accordance with AASB 16 Leases, of the lease term, the estimation of the discount rate when not implicit in the lease and whether an arrangement is in substance short-term or low value (refer to Note 5.5)

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

### (c) Impact of COVID-19

#### Community assistance

In 2020/21 ERLC made the decision to stop issuing fines for overdue items, to reduce financial barriers to library access. Members were only billed for lost, damaged or stolen items. This has continued in 2021/22.

## Note 2 Performance against budget

The budget comparison notes compare ERLC's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. ERLC has adopted a materiality threshold of the lower of 10% or \$150,000 where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered material because of its nature.

The budget figures detailed below are those adopted by ERLC on 26 May 2022. The budget was based on assumptions that were relevant at the time of adoption of the budget. ERLC sets guidelines and parameters for income and expense targets in this budget in order to meet ERLC's planning and financial performance targets for both the short and long-term.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

2.1 Income and Expenditure	Budget	Actual	Variance	Variance	Ref
	2022 \$'000s	2022 \$'000s	2022 \$'000s	%	
<b>Income</b>					
Grants - operating	2,875	2,970	95	3%	
Contributions - monetary	11,033	11,033	-	0%	
User charges, fees and fines	92	59	(33)	-36%	1
Other income	90	100	10	11%	2
<b>Total income</b>	<b>14,090</b>	<b>14,162</b>	<b>72</b>	<b>-</b>	
<b>Expenses</b>					
Employee costs	(9,280)	(8,700)	580	-6%	3
Materials and services	(2,435)	(2,188)	247	-10%	4
Depreciation and amortisation	(1,890)	(1,898)	(8)	0%	
Amortisation - intangible assets	-	(4)	(4)	100%	5
Amortisation - Right of use assets	-	(119)	(119)	100%	6
Finance costs - Leases	-	(3)	(3)	100%	7
Net loss on disposal of plant, furniture, equipment and library materials	(250)	(99)	151	-60%	8
Other expenses	(226)	(67)	159	-71%	9
<b>Total expenses</b>	<b>(14,081)</b>	<b>(13,078)</b>	<b>1,004</b>	<b>-</b>	
<b>Surplus for the year</b>	<b>9</b>	<b>1,084</b>	<b>1,076</b>		

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	User charges, fees and fines	The closures and reduced operating capacity of the Corporation during the COVID-19 pandemic has reduced the amount of user fees received including print and copy charges and extension activities. To support the community, fines on overdue books were removed in 2020/21 and have not been reinstated. In 2021/2022 payments were only sought for lost or damaged books.
2	Other income	The variance primarily relates to the unbudgeted sale of the Corporation's events and bookings platform (\$38k) and additional contributions towards furniture (\$25k). This was partially offset by lower than expected interest income due to historically low interest rates during the financial year (\$47k).
3	Employee Costs	The closures and reduced operating capacity of the Corporation during the COVID-19 pandemic has meant less opening hours, particularly at the weekends when penalty rates are applicable.
4	Materials and services	The closures and reduced operating capacity of the Corporation during the COVID-19 pandemic has meant less expenditure than budgeted on materials and services e.g. brochures, author talks, printing, etc.
5	Amortisation - intangible assets	The amortisation of Intangible assets was budgeted under Depreciation but was allocated to Amortisation - Intangible assets.
6	Amortisation - Right of use assets	The amortisation of right of use assets was budgeted under Depreciation but was allocated to Amortisation - Right of use assets.
7	Finance costs - Leases	Lease finance costs related to the office premises were budgeted under Other expenses but were allocated to Finance costs per AASB 16.
8	Net (gain)/loss on disposal of plant, furniture, equipment and library materials	A lower number of library materials was disposed of than originally anticipated when preparing the 2021-22 budget.
9	Other expenses	Lease expenses paid for the office premises were budgeted under Other expenses but were allocated to the right of use asset lease liability per AASB 16.

Note 3 Funding for the delivery of our services

3.1 Funding from other levels of government

Grants were received in respect of the following:

**Summary of grants**

State funded grants	2,966	2,865
Commonwealth funded grants	4	21
<b>Total grants received</b>	<b>2,970</b>	<b>2,886</b>

(a) Operating Grants

**Recurrent - State Government**

Public Libraries Grant Program	2,903	2,804
Premiers' Reading Challenge	59	58
<b>Total recurrent operating grants</b>	<b>2,962</b>	<b>2,862</b>

**Non-Recurrent - Commonwealth Government**

Get Online Grant	4	-
Be Connected Grant	-	21

**Non-Recurrent - State Government**

Royal Society Grant	4	-
Writing the Rainbow	-	3
<b>Total non-recurrent operating grants</b>	<b>8</b>	<b>24</b>

**Total operating grants**

2,970	2,886
-------	-------

(b) Unspent grants received on condition that they be spent in a specific manner

Balance at start of year	4	24
Received during the financial year and remained unspent at balance date	-	4
Received in prior years and spent during the financial year	(4)	(24)
<b>Balance at year-end</b>	<b>-</b>	<b>4</b>

Grant income is recognised at the point in time when ERLC satisfies its performance obligations as specified in the underlying agreement.

3.2 Net (loss) on disposal of plant, furniture, equipment and library materials

Proceeds of sale	-	11
Written down value of assets disposed	(99)	(271)
<b>Total (loss) on disposal of plant, furniture, equipment and library materials</b>	<b>(99)</b>	<b>(260)</b>

The profit or loss on sale of an asset is determined when control of the asset has passed to the buyer.



	2022 \$'000s	2021 \$'000s
<b>Note 3 Funding for the delivery of our services (continued)</b>		
<b>3.3 Other income</b>		
Interest	18	38
Other	82	21
<b>Total other income</b>	<b>100</b>	<b>59</b>

Interest is recognised as it is earned.

Other income is measured at the fair value of the consideration received or receivable and is recognised when ERLC gains control over the right to receive the income.

	2022 \$'000s	2021 \$'000s
<b>Note 4 The cost of delivering services</b>		
<b>4.1 (a) Employee costs</b>		
Wages and salaries	7,164	7,521
Annual leave	666	544
Superannuation	758	634
Long service leave	32	158
Fringe benefits tax	25	20
WorkCover	55	50
<b>Total employee costs</b>	<b>8,700</b>	<b>8,927</b>
<b>4.1 (b) Superannuation</b>		
ERLC made contributions to the following funds:		
<b>Defined benefit fund</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	126	129
Employer contributions - other funds	-	-
	<b>126</b>	<b>129</b>
Employer contributions payable at reporting date	-	-
<b>Accumulation funds</b>		
Employer contributions to Local Authorities Superannuation Fund (Vision Super)	501	463
Employer contributions - other funds	131	56
	<b>632</b>	<b>519</b>
Employer contributions payable at reporting date	52	40

Refer to Note 9.2 for further information relating to ERLC's superannuation obligations.

	2022 \$'000s	2021 \$'000s
<b>4.2 Materials and services</b>		
Office administration	689	650
Information technology	638	491
Library consumables	533	457
Contract payments	173	166
Insurance	52	97
Repairs and maintenance	74	81
Consultants	19	16
Utilities	10	12
<b>Total material and services</b>	<u>2,188</u>	<u>1,970</u>
<b>4.3 Depreciation</b>		
Library materials	1,604	1,330
Furniture and equipment	287	287
Plant	7	7
<b>Total depreciation</b>	<u>1,898</u>	<u>1,624</u>
Refer to note 6.1 for a more detailed breakdown of depreciation and amortisation charges and accounting policy.		
<b>4.4 Amortisation - Intangible assets</b>		
Software	4	4
<b>Total Amortisation - Right of use assets</b>	<u>4</u>	<u>4</u>
<b>4.5 Amortisation - Right of use assets</b>		
Property	119	115
Information Technology	-	22
Adjustments prior year right-of-use assets due to re-measurement	-	(16)
<b>Total Amortisation - Right of use assets</b>	<u>119</u>	<u>121</u>
<b>4.6 Finance Costs - Leases</b>		
Interest - Lease Liabilities	3	5
<b>Total finance costs</b>	<u>3</u>	<u>5</u>
<b>4.7 Other expenses</b>		
Lease outgoings	52	24
Auditors' remuneration - VAGO - audit of the financial statements	15	9
<b>Total other expenses</b>	<u>67</u>	<u>33</u>

## Note 5 Our financial position

### 5.1 Financial assets

#### (a) Cash and cash equivalents

	2022 \$'000s	2021 \$'000s
Cash at bank	5,281	5,867
Cash on hand	-	-
<b>Total cash and cash equivalents</b>	<u>5,281</u>	<u>5,867</u>

ERLC's cash and cash equivalents are not subject to any external restrictions that limit amounts available for discretionary use.

#### (b) Other financial assets

	2022 \$'000s	2021 \$'000s
Term deposits	-	4,600
<b>Total other financial assets</b>	<u>-</u>	<u>4,600</u>

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of 90 days or less, net of outstanding bank overdrafts (if applicable).

Financial assets including investments such as term deposits are held to maturity and measured at amortised cost.

#### (c) Trade and other receivables

##### Current

##### *Non statutory receivables*

	2022 \$'000s	2021 \$'000s
Security deposit	8	-
Trade payables credit notes	-	19
Accrued interest	-	3
<b>Total current trade and other receivables</b>	<u>8</u>	<u>22</u>

##### Non-Current

##### *Non statutory receivables*

	2022 \$'000s	2021 \$'000s
Security deposit	-	8
<b>Total non-current trade and other receivables</b>	<u>-</u>	<u>8</u>
<b>Total trade and other receivables</b>	<u>8</u>	<u>30</u>

Short term receivables are carried at invoice amount. A provision for doubtful debts is recognised when there is objective evidence that an impairment has occurred. Long term receivables are carried at amortised cost using the effective interest rate method.

No provision has been made for doubtful debts.

	2022 \$'000s	2021 \$'000s
<b>5.2(a) Non-financial assets</b>		
<b>Other assets</b>		
Prepayments	-	186
<b>Total other assets</b>	-	186
<b>(b) Intangible assets</b>		
Corporate software	30	34
<b>Total intangible assets</b>	30	34
	<b>Corporate Software \$'000s</b>	
<b>Gross carrying amount</b>		
Balance at 30 June 2021	62	
Other Additions	-	
Balance at 30 June 2022	62	
<b>Accumulated amortisation and impairment</b>		
Balance at 30 June 2021	(28)	
Amortisation expense	(4)	
Balance at 30 June 2022	(32)	
Net book value at 30 June 2021	34	
Net book value at 30 June 2022	30	

Intangible assets with finite lives are amortised as an expense on a systematic basis over the asset's useful life. Amortisation is generally calculated on a straight line basis, at a rate that allocates the asset value, less any estimated residual value over its estimated useful life. Estimates of the remaining useful lives and amortisation method are reviewed at least annually, and adjustments made where appropriate.

### 5.3(a) Payables

#### Trade and other payables

Net GST payable	111	98
Salaries accruals	267	206
Accrued expenses	121	139
Trade payables	6	309
<b>Total trade and other payables</b>	<b>505</b>	<b>752</b>

#### (b) Unearned income

Grants received in advance - operating	-	4
<b>Total unearned income</b>	<b>-</b>	<b>4</b>

### 5.4 Provisions

#### 2022

	Annual Leave \$'000s	Long Service Leave \$'000s	Total \$'000s
Balance at beginning of the financial year	740	1,364	2,103
Additional provisions	98	228	325
Amounts used	(52)	(114)	(166)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	(22)	(191)	(213)
Balance at the end of the financial year	763	1,287	2,049

#### 2021

Balance at beginning of the financial year	805	1,430	2,234
Additional provisions	(29)	(22)	(51)
Amounts used	(51)	(70)	(121)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	15	26	41
Balance at the end of the financial year	740	1,364	2,103

	2022 \$'000s	2021 \$'000s
<b>(a) Employee provisions</b>		
<b>Current provisions expected to be wholly settled within 12 months</b>		
Annual leave	343	325
Long service leave	101	138
	<u>444</u>	<u>463</u>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	420	414
Long service leave	1,185	1,185
	<u>1,605</u>	<u>1,599</u>
<b>Total current employee provisions</b>	<u>2,049</u>	<u>2,062</u>
<b>Non-current</b>		
Long service leave	-	41
<b>Total non-current employee provisions</b>	<u>-</u>	<u>41</u>
Aggregate carrying amount of employee provisions:		
Current	2,049	2,062
Non-current	-	41
<b>Total aggregate carrying amount of employee provisions</b>	<u>2,049</u>	<u>2,103</u>

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date.

#### *Wages and salaries and annual leave*

Liabilities for wages and salaries, including non-monetary benefits, annual leave and accumulated sick leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at the present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

#### *Long service leave*

Liability for long service leave (LSL) is recognised in the provision for employee benefits. LSL is measured at present value. Unconditional LSL is disclosed as a current liability. Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non-current liability.

#### **(a) Employee provisions (continued)**

	2022	2021
<b>Key Assumptions - AL</b>		
- Weighted average discount rate	1.39%	0.03%
- Weighted average index rate	2.41%	2.41%
<b>Key Assumptions - LSL</b>		
- Weighted average discount rate - current	3.17%	0.93%
- Weighted average discount rate - non-current	3.10%	0.48%
- Weighted average index rate - current	2.04%	2.06%
- Weighted average index rate - non-current	2.23%	2.29%

## 5.5 Leases

At inception of a contract, all entities would assess whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To identify whether a contract conveys the right to control the use of an identified asset, it is necessary to assess whether:

- The contract involves the use of an identified asset;
- The customer has the right to obtain substantially all of the economic benefits from use of the asset throughout the period of use; and
- The customer has the right to direct the use of the asset.

This policy is applied to contracts entered into, or changed, on or after 1 July 2019.

As a lessee, ERLC recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost which comprises the initial amount of the lease liability adjusted for:

- Any lease payments made at or before the commencement date less any lease incentives received; plus
- Any initial direct costs incurred; and
- An estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located.

The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The estimated useful lives of right-of-use assets are determined on the same basis as those of property, plant and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain measurements of the lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, an appropriate incremental borrowing rate. Generally, ERLC uses an appropriate incremental borrowing rate as the discount rate.

Lease payments included in the measurement of the lease liability comprise the following:

- Fixed payments
- Variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable under a residual value guarantee; and
- The exercise price under a purchase option that ERLC is reasonably certain to exercise, lease payments in an optional renewal period if ERLC is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless ERLC is reasonably certain not to terminate early.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

ERLC has elected to apply the temporary option available under AASB 16 Leases which allows not-for-profit entities to not measure right-of-use assets at initial recognition at fair value in respect of leases that have significantly below-market terms.

## Right-of-use assets

	Property \$'000	IT Equipment \$'000	Total \$'000
Balance at 1 July 2021	176	-	176
Additions	-	-	-
Adjustments to right-of-use assets due to re-measurement of lease liability	3	-	3
Amortisation charge	(119)	-	(119)
<b>Balance at 30 June 2022</b>	<b>61</b>	<b>-</b>	<b>61</b>
Balance at 1 July 2020	284	16	300
Adjustments to prior year due to re-measurement of lease liability	(16)	6	(10)
Additions	-	-	-
Adjustments to right-of-use assets due to re-measurement of lease liability	23	-	23
Amortisation charge	(115)	(22)	(137)
<b>Balance at 30 June 2021</b>	<b>176</b>	<b>-</b>	<b>176</b>
<b>Lease liabilities</b>		<b>2022</b>	<b>2021</b>
Maturity analysis - contractual undiscounted cash flows		<b>\$'000</b>	<b>\$'000</b>
Less than one year		72	119
One to five years		-	70
More than five years		-	-
<b>Total undiscounted lease liabilities as at 30 June</b>		<b>72</b>	<b>189</b>
Lease liabilities included in Balance Sheet at 30 June:			
Current		71	117
Non-current		-	69
<b>Total lease liabilities</b>		<b>71</b>	<b>186</b>
<b>Short-term and low value leases</b>			
ERLC has elected not to recognise right-of-use assets and lease liabilities for short-term leases of machinery that have a lease term of 12 months or less and leases of low-value assets (individual assets worth less than existing capitalisation thresholds for a like asset up to a maximum of AUD\$10,000), including IT equipment. ERLC recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.			
<b>Expenses relating to:</b>		<b>\$'000</b>	<b>\$'000</b>
Short-term leases		-	-
Leases of low value assets		-	-
<b>Total</b>		<b>-</b>	<b>-</b>
Variable lease payments (not included in measurement of lease liabilities)		-	-

ERLC does not currently have any non-cancellable lease commitments which are short-term or low value leases.

	2022 \$'000s	2021 \$'000s
<b>5.6 Members' equity (ownership interest)</b>		
The Net Assets of the joint venture:	<u>3,689</u>	<u>3,689</u>
The percentage equity share of making up this joint venture is as follows:	%	%
Yarra Ranges Shire Council	38.72	38.72
Knox City Council	36.39	36.39
Maroondah City Council	<u>24.89</u>	<u>24.89</u>
	<u>100.00</u>	<u>100.00</u>

#### 5.7 Accumulated Surplus

	2022 \$'000s	2021 \$'000s
Balance at beginning of the financial year	10,258	9,833
Surplus for the year	1,084	425
Distributions to member councils	<u>(6,100)</u>	<u>-</u>
Balance at end of the financial year	<u>5,242</u>	<u>10,258</u>

The Corporation has a risk averse policy on investments which precludes investments other than term deposits. However, as with the three Member Councils, investment returns have steadily declined over the last two years. Based on these declining returns, it was decided that the Corporation's Accumulated Surplus would be better utilised in funding new or improved libraries. The distribution of the Corporations' Accumulated Surplus would provide a better overall return for the community.

As part of the 2021/22 Budget, it was resolved that each Member Council would receive a distribution of \$2.000 million in the 2022 financial year. The timing of the distribution was to coincide with the substantially increased State Government's Living Libraries Grant funding levels over the next two years. The increased fund would allow Councils to seek up to \$1.000 million in matching funding for a project, or \$1.500 million in the case of Yarra Ranges Shire Council.

The distributions were made to the Corporation's Member Councils on the basis that they are held by the Councils in an Asset Reserve Fund, the nature and purpose of which is major capital expenditure used to acquire, refurbish or redevelop library premises either as standalone premises or as part of community hubs.

#### Note 6 Assets we manage

##### 6.1 Plant, furniture, equipment and library materials

###### Summary of plant, furniture, equipment and library materials

	Written Down Value 30 June 2021 \$'000s	Additions \$'000s	Depreciation \$'000s	Disposal \$'000s	Written Down Value 30 June 2022 \$'000s
<b>2022</b>					
Library materials	5,042	1,728	(1,604)	(85)	5,081
Furniture and equipment	1,014	272	(287)	(14)	985
Plant	43	-	(7)	-	36
Work in progress	-	74	-	-	74
	<u>6,099</u>	<u>2,074</u>	<u>(1,898)</u>	<u>(99)</u>	<u>6,176</u>
	Written Down Value 30 June 2020 \$'000s	Additions \$'000s	Depreciation \$'000s	Disposal \$'000s	Written Down Value 30 June 2021 \$'000s
<b>2021</b>					
Library materials	4,834	1,795	(1,330)	(257)	5,042
Furniture and equipment	745	556	(287)	-	1,014
Plant	66	-	(9)	(14)	43
Work in progress	-	-	-	-	-
	<u>5,645</u>	<u>2,351</u>	<u>(1,626)</u>	<u>(271)</u>	<u>6,099</u>

Note 6 Assets we manage (continued)

6.1 Plant, furniture, equipment and library materials (continued)

Asset recognition thresholds and depreciation periods

	Depreciation	
	Period	Threshold Limit \$'000s
Plant, furniture and equipment		
Furniture and equipment	3-10 years	2,000
Plant	6-10 years	2,000
Library materials		
Paperbacks	3 years	-
Audio cassettes	3 years	-
eBooks	3 years	-
Audio books	4 years	-
Games	4 years	-
CD rom	4 years	-
Videos and DVDs	6 years	-
Library books and other hardbacks	8 years	-
Adult and junior reference	10 years	-

Library books and other assets withdrawn from circulation and consequently disposed are written back against accumulated depreciation and cost based on an average cost of books.

Assets contributed by Member Councils on formation of ERLC were valued at fair value being the value assigned to the assets by those Councils.

2022  
\$'000s

Detailed Breakdown of plant, furniture, equipment and library materials

**Plant**

At cost 1 July 2021	69
Accumulated depreciation at 1 July 2021	(26)
	<u>43</u>

**Movements in cost**

Acquisition of assets at cost	-
Cost of assets disposed	-
	<u>-</u>

**Movements in accumulated depreciation**

Depreciation and amortisation	(7)
Accumulated depreciation of disposals	-
	<u>(7)</u>

At cost 30 June 2022	69
----------------------	----

Accumulated depreciation at 30 June 2022	(33)
--	------

<b>Written down value of plant</b>	<u>36</u>
------------------------------------	-----------

**Furniture and equipment**

At cost 1 July 2021	2,725
Accumulated depreciation at 1 July 2021	(1,711)
	<u>1,014</u>

**Movements in cost**

Acquisition of assets at cost	272
Cost of assets disposed	(177)
	<u>95</u>

**Movements in accumulated depreciation**

Depreciation and amortisation	(287)
Accumulated depreciation of disposals	163
	<u>(124)</u>

At cost 30 June 2022	2,820
----------------------	-------

Accumulated depreciation at 30 June 2022	(1,835)
--	---------

<b>Witten down value of furniture and equipment</b>	<u>985</u>
---	------------

**Library materials**

At cost 1 July 2021	12,221
Accumulated depreciation at 1 July 2021	(7,179)
	<u>5,042</u>

**Movements in cost**

Acquisition of assets at cost	1,728
Cost of assets disposed	(1,429)
	<u>299</u>

**Movements in accumulated depreciation**

Depreciation and amortisation	(1,604)
Accumulated depreciation of disposals	1,344
	<u>(260)</u>

	2022 \$'000s
<b>Detailed Breakdown of plant, furniture, equipment and library materials (continued)</b>	
At cost 30 June 2022	12,520
Accumulated depreciation at 30 June 2022	(7,439)
<b>Written down value of library materials</b>	<u>5,081</u>
<b>Work in Progress</b>	
At cost 1 July 2021	<u>-</u>
<b>Movements in cost</b>	
Acquisition of assets at cost	74
Cost of assets disposed	-
	<u>74</u>
At cost 30 June 2022	74
<b>Written down value of Work in Progress</b>	<u>74</u>
<b>Total written down value of plant, furniture, equipment, library materials, and work in progress</b>	<u>6,176</u>

#### Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition.

In accordance with ERLC's policy, the threshold limits have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

#### Depreciation and amortisation

All plant, furniture, equipment, library materials and intangible assets having limited useful lives are systematically depreciated over their useful life to ERLC in a manner that reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

Where assets have separate identifiable components that are subject to regular replacement, these components are assigned distinct useful lives and residual values and a separate depreciation rate is determined for each component.

Straight line depreciation is charged based on the residual useful life as determined each year.

Depreciation periods used are consistent with the prior year unless otherwise stated.

#### Repairs and maintenance

Where the repair relates to the replacement to a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

## Note 7 People and relationships

### 7.1 ERLC and key management remuneration

#### (a) Key Management Personnel

Details of persons holding the position of Councillor or other members of key management personnel at any time during the year are:

#### Councillors

Councillor Yvonne Allred

Knox City Council

Councillor Marcia Timmers-Leitch

Knox City Council

Councillor Tasa Damante

Maroondah City Council

Councillor Kylie Spears

Maroondah City Council

Councillor David Eastham (resigned 23rd November 2021)

Yarra Ranges Shire Council

Councillor Len Cox

Yarra Ranges Shire Council

Councillor Fiona McAllister (commenced 23rd November 2021)

Yarra Ranges Shire Council

#### Chief Executive Officer

Joseph Cullen



Note 7 People and relationships (continued)

7.1 ERLC and key management remuneration (continued)

	2022 No.	2021 No.
Total Number of Councillors	7	9
Chief Executive Officer and other Key Management Personnel	1	1
<b>Total Key Management Personnel</b>	<u>8</u>	<u>10</u>

Board Members are Councillors of Member Councils and receive no remuneration from ERLC for their services.

	2022 \$'000	2021 \$'000
<b>(b) Remuneration of Key Management Personnel</b>		
Total remuneration of key management personnel was as follows:		
Short-term benefits	219	213
Long-term benefits	-	-
Post employment benefits	-	-
Termination benefits	-	-
<b>Total</b>	<u>219</u>	<u>213</u>

The numbers of key management personnel whose total remuneration from ERLC, fall within the following bands:

	2022 No.	2021 No.
\$210,000 - \$219,999	1	1
	<u>1</u>	<u>1</u>

Note 7 People and relationships (continued)

7.1 ERLC and key management remuneration (continued)

(c) Senior Officer remuneration

A Senior Officer is an officer of ERLC, other than Key Management Personnel, who:  
a) has management responsibilities and reports directly to the Chief Executive; or  
b) whose total annual remuneration exceeds \$151,000 (\$151,000 in 2020-21)

The number of Senior Officers are shown below in their relevant income bands:

	2022 No.	2021 No.
Income Range:		
< \$150,999	-	1
\$151,000 - \$159,999	1	2
\$160,000 - \$169,999	2	-
	<u>3</u>	<u>3</u>
	<b>2022 \$'000</b>	<b>2021 \$'000</b>
Total Remuneration for the reporting year for Senior Officers included above, amounted to:	483	461

## 7.2 Related party disclosure

### (a) Transactions with related parties

#### (i) Contributions

##### Monetary contributions

	2022 \$'000s	2021 \$'000s
Knox City Council	4,433	4,192
Yarra Ranges Shire Council	3,842	3,648
Maroondah City Council	2,758	2,533
<b>Total monetary contributions</b>	<b>11,033</b>	<b>10,373</b>

Contributions from the above three Councils are received in approximately equal quarterly instalments throughout the year. Contributions are received during the months of July, October, January and April.

Monetary and non monetary contributions are recognised as revenue when ERLC obtains control over the contributed asset.

The Member Council contributions for the 2021 financial year were reduced by a salary rebate for the periods that libraries were closed due to COVID-19.

#### (ii) Distributions

##### Monetary distributions

Knox City Council	2,000	-
Yarra Ranges Shire Council	2,100	-
Maroondah City Council	2,000	-
<b>Total monetary contributions</b>	<b>6,100</b>	<b>-</b>

The above distributions were made during the year to member Councils as resolved by the Board. Please refer to note 5.7 for further details.

#### (iii) Financial and payroll services

##### Financial and Payroll Services

Accounting Services	118	105
Payroll Services	54	61
<b>Total financial and payroll services</b>	<b>172</b>	<b>166</b>

Financial and Payroll Services are provided by Knox City Council to ERLC in accordance with the current Service Agreement.

### (b) Outstanding balances with related parties

There were no reportable balances outstanding at the end of the reporting period in relation to transactions with related parties.

### (c) Loans to/from related parties

No loans have been made, guaranteed or secured by ERLC to a related party during the reporting year.

### (d) Commitments to/from related parties

No transactions other than the Council contributions, remuneration payments or the reimbursement of approved expenses were entered into by ERLC with related parties during the reporting year.

## Note 8 Managing uncertainties

### 8.1 Contingent assets and liabilities

Contingent assets and contingent liabilities are not recognised in the Balance Sheet, but are disclosed and if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable, respectively.

#### Defined benefit superannuation scheme

ERLC has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined in Note 9.2. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

#### Contingent liabilities arising from public liability

ERLC is occasionally met with claims and demands allegedly arising from incidents that occur on premises used by the ERLC. The ERLC carries \$600 million of public liability insurance and has an excess of \$2,500 per claim on this policy. Therefore, the maximum liability of the ERLC in any single claim is the extent of the excess. The primary insurer is MAV insurance. There are no claims that ERLC is aware of which would fall outside the terms of the ERLC's policy.

ERLC is not aware of other contingent liabilities or contingent assets as at 30 June 2022.

### 8.2 Change in accounting standards

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2022 reporting period. ERLC assesses the impact of these new standards. As at 30 June 2022 there were no new accounting standards or interpretations issued by the AASB which are applicable for the year ending 30 June 2023 that are expected to impact ERLC.

## 8.3 Financial Instruments

### (a) Objectives and policies

ERLC's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), and payables (excluding statutory payables). Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument is disclosed in Note 1 of the financial statements. Risk management is carried out by senior management under policies approved by ERLC. These policies include identification and analysis of the risk exposure to ERLC and appropriate procedures, controls and risk minimisation.

### (b) Market risk

Market risk is the risk that the fair value or future cash flows of ERLC financial instruments will fluctuate because of changes in market prices. ERLC's exposure to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

#### Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. ERLC does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. ERLC has minimal exposure to cash flow interest rate risk through its cash and deposits that are at a floating rate.

Investment of surplus funds is made with approved financial institutions under the Local Government Act 1989. ERLC manages interest rate risk by adopting an investment policy that ensures:

- diversification of investment product;
- monitoring of return on investment; and
- benchmarking of returns and comparison with budget.

Investment maturities will be scheduled to coincide with projected cash flow needs, to provide for interest rate variations, and to minimise interest rate risk.

There has been no significant change in ERLC's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have not been sufficiently significant during the year to have an impact on ERLC's year end result.

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause ERLC to make a financial loss. ERLC have exposure to credit risk on some financial assets included in the Balance Sheet. To help manage this risk, ERLC:

- only invest surplus funds with financial institutions which have a recognised credit rating specified in its investment policy.

There are no material financial assets which are individually determined to be impaired.

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount as disclosed in the Balance Sheet and notes to the financial statements. ERLC does not hold any collateral.

#### **(d) Liquidity risk**

Liquidity risk includes the risk that, as a result of ERLC's operational liquidity requirements it will not have sufficient funds to settle a transaction when required or will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset. To help reduce these risks, ERLC:

- follows an investment policy which specifies the need to meet ERLC's daily cash flow requirements;
- has readily accessible standby facilities and other funding arrangements in place;
- has a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments; and
- monitors budget to actual performance on a regular basis.

ERLC's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed in the face of the Balance Sheet, and is deemed insignificant based on prior periods' data and current assessment of risk.

There has been no significant change in ERLC's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

#### **(e) Sensitivity disclosure analysis**

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, ERLC believes the following movements are 'reasonably possible' over the next 12 months:

- a parallel shift of +1% and -1% in market interest rates (AUD) from a rate of 2.26% which is ERLC's weighted average interest rate for investments for the financial year.

These movements will not have a material impact on the valuation of ERLC's financial assets and liabilities, nor will they have a material impact on the results of ERLC's operations.

#### **8.4 Fair value measurement**

##### *Fair value hierarchy*

ERLC does not have any financial assets that are measured at fair value subsequent to initial recognition.

##### *Impairment of assets*

At each reporting date, ERLC reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the Comprehensive Income Statement.

#### **8.5 Events occurring after balance date**

Other than the matter identified at Note 1(a) Basis of preparation and presentation, no matters have occurred after balance date that require disclosure in the financial report.

	2022 \$'000s	2021 \$'000s
<b>Note 9 Other matters</b>		
<b>9.1 Reconciliation of cash flows from operating activities to surplus</b>		
Surplus for the year	1,084	425
<b>Items not involving cash</b>		
Depreciation/amortisation	2,021	1,749
Loss on disposal of plant and equipment	99	260
Finance costs - leases	3	5
<b>Change in assets and liabilities:</b>		
(Decrease)/increase in employee provisions	(54)	(128)
(Decrease)/increase in trade and other payables	(251)	309
(Decrease)/increase in accrued interest	(3)	17
Decrease/(increase) in prepayments	186	(46)
Decrease/(increase) in trade and other receivables	19	240
<b>Net cash provided by operating activities</b>	<b>3,105</b>	<b>2,831</b>

## 9.2 Superannuation

ERLC makes all of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Operating Statement when they are made or due.

### Accumulation

ERLC makes both employer and employee contributions to The Fund's accumulation category, Vision MySuper/Vision Super Saver, on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2022, this was 10.0% as required under Superannuation Guarantee (SG) legislation (2021: 9.5%)).

### Defined Benefit

ERLC does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan.

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of ERLC in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119 *Employee Benefits*.

### Funding Arrangements

ERLC makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary.

## 9.2 Superannuation (continued)

As at 30 June 2021, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category.

A triennial actuarial review for the Defined Benefit category as at 30 June 2020 was conducted and completed by the due date of 31 December 2020.

The vested benefit index (VBI) of the Defined Benefit category of which ERLC is a contributing employer was 109.8%. The financial assumptions used to calculate the VBI were:

Net investment returns 4.75% pa  
Salary information 2.75% pa  
Price inflation (CPI) 2.25% pa

As at 30 June 2022, an interim actuarial investigation is underway as the Fund provides lifetime pensions in the Defined Benefit category. It is expected to be completed by 31 October 2022.

Vision Super has advised that the VBI at 30 June 2022 was 102.2%. Council was notified of the 30 June 2022 VBI during August 2022 (2021: August 2021). The financial assumptions used to calculate this VBI were:

Net investment returns 5.5% pa  
Salary information 2.50% pa to 30 June 2023, and  
3.50% pa thereafter  
Price inflation (CPI) 3.0% pa

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2021 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

### Employer contributions

On the basis of the results of the 2021 interim actuarial investigation conducted by the Fund Actuary, ERLC makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2022, this rate was 10.0% of members' salaries (9.5% in 2020/21). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2020 triennial valuation.

In addition, ERLC reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

### Funding calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%.

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including ERLC) are required to make an employer contribution to cover the shortfall.

Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up.

If there is a surplus in the Fund, the surplus cannot be returned to the participating employers.

In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

### The 2021 interim actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which ERLC is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2021 and the last full investigation was conducted as at 30 June 2020.

The Fund's actuarial investigations identified the following for the Defined Benefit category of which ERLC is a contributing employer:

A VBI surplus of \$214.7 million (2020: \$100.0 million)

A total service liability surplus of \$270.3 million (2020: \$200.0 million)

A discounted accrued benefits surplus of \$285.2 million (2020: \$217.8 million)

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2021.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2021.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2021.

ERLC was notified of the 30 June 2021 VBI during August 2021 (2020: August 2020).

### The 2022 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2022 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2022. Council was notified of the 30 June 2022 VBI during August 2022 (2021: August 2021).

### Superannuation contributions

Contributions by Council (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2022 are detailed below:

Scheme	Type of Scheme	Rate	2022 \$,000	2021 \$,000
Vision super	Defined benefit	10.0% (2021: 9.5%)	126	129
Vision super	Accumulation fund	10.0% (2021: 9.5%)	501	463
Other funds	Accumulation fund	10.0% (2021: 9.5%)	131	56

There were no contributions outstanding and no loans issued from or to the above schemes as at 30 June 2022.

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2023 is \$0.11 million.

### Note 10

#### Change in accounting policy

There have been no changes to accounting policies in the 2021-22 year.

There are no pending accounting standards that are likely to have a material impact on ERLC.

# Visit us

## **KNOX LIBRARIES**

### **Bayswater Library**

Shop 26  
Mountain High Shopp Cntr  
7-13 High Street, Bayswater

### **Boronia Library**

Park Crescent, Boronia

### **Ferntree Gully Library**

1010 Burwood Hwy,  
Ferntree Gully

### **Knox Library**

Knox City Shopp Cntr  
425 Burwood Highway  
Wantirna South

### **Miller's Homestead**

Dorrigo Dr & Melrose Ct  
Boronia

### **Rowville Library**

Stud Park Shopp Cntr  
Stud Road, Rowville

## **MAROONDAH LIBRARIES**

### **Croydon Library**

5 Civic Square,  
Croydon

### **Realm**

Ringwood Town Square  
179 Maroondah Hwy  
Ringwood

## **YARRA RANGES LIBRARIES**

### **Belgrave Library**

Reynolds Lane, Belgrave

### **Healesville Library**

110 River Street, Healesville

### **Lilydale Library**

Building L5  
Box Hill Institute,  
Lilydale Lakeside Campus  
Jarlo Drive, Lilydale

### **Montrose Library**

935 Mount Dandenong  
Tourist Road, Montrose

### **Mooroolbark Library**

7 Station Street  
Mooroolbark

### **Yarra Junction Library**

1A Hoddle Street,  
Yarra Junction

## **COMMUNITY READING ROOMS**

### **Mt Evelyn Reading Room**

50 Wray Crescent  
Mount Evelyn

### **Monbulk Reading Room**

Monbulk Living and  
Learning Centre  
21 Main Road, Monbulk

### **Yarra Glen Reading Room**

45 Bell Street  
Yarra Glen

# Contact us

## **Administration**

10 Caribbean Drive  
Scoresby 3179

## **Call**

1300 737 277

## **Visit**

[yourlibrary.com.au](http://yourlibrary.com.au)