

# Eastern Regional Libraries

ANNUAL REPORT 2017/2018



*Life long learning*

## CHAIR'S MESSAGE



**Cr Len Cox**  
**Chair**

It gives me great pleasure on behalf of the Board to present the 2017/2018 Annual Report of the Eastern Regional Libraries Corporation (ERLC).

Our goal is to facilitate lifelong learning for our communities – from the cradle to the grave. This year I truly believe we achieved our goal.

Over the past 12 months, ERLC has run thousands of events, programs and initiatives designed to benefit our communities.

These programs have spanned our expansive region, crossed demographic lines and improved the lives of thousands of our members.

What follows in these pages is only a snapshot of our ongoing programming, marketing and promotions, and demonstrates our keen and ongoing commitment of trying to live up to and exceed our communities' expectations.

**54,000** plus children (with 42,000 adults) came to our children's events, and almost **17,600** adults came to over 1,100 events. These figures are not surprising when I tell you that we had an amazing 90 budding ballerinas at one event.

We had STEAM for young and old alike, and sessions for people facing challenges in their lives – financial and health, including one very touching talk on palliative care, 'Living fully in the moment'.

In the midst of all this our wonderful staff looked after over **2,000,000** visitors and handled over **3,500,000** loans and **227,000** queries.

We also provided **170,000** internet PC sessions and a staggering **401,000** WiFi sessions.

In the background we have improved our online presence and provided a leading edge online booking system and a much improved print system.

Our collections include new and exciting products like Kanopy, an online streaming service. Our digital offering (eBooks, eAudiobooks and eMagazines) generated almost **490,000** loans this year, which based on this one metric would have made this our second largest 'branch'. As one member said –

*"My hands don't work so well so I borrow eBooks and read eMags.... What more could one want?"*

We have some fantastic partnerships with our Member Councils and other organisations, including neighbourhood houses, the CFA, CWA, U3A, Monash Library Service and the State Library Victoria, to name just a few. Our thanks to all our partners.

A special thank you to all our wonderful volunteers from CoderDojo to home library services - they all make such a meaningful difference to the lives of so many in our communities.

As I sign off on another amazing year for your library service, I must acknowledge that the services we provide, or the advocacy we undertake, would not be possible without the commitment of my fellow Board Members, the support of our Member Councils and the excellent work of our dedicated staff.

## CUSTOMER SERVICE REPORT

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### Memberships, Promotions & Marketing

#### *Library memberships for school students*



Two methods have been developed for quickly allowing school students to become library members. The first method is through the Compass School Manager software used by many primary and secondary schools.

The second is via the tailored Student Memberships page on our website - <https://www.yourlibrary.com.au/students/>

Parents of students at local schools can use this page to create memberships for their children. Library cards will be sent directly to the student's school for teachers to distribute. The school also receives a copy of the student's card number so library resources can be used in class throughout the year. This service was launched in July 2017 and in the first 12 months over **4,000** new school student memberships were processed via online sources, which includes both Compass and our website.

#### *Schools Database Program*

Over 50 schools were either visited or hosted by our schools team over the last 12 months.

The students at Worawa College received an introduction to our databases, and our visiting team gained some understanding of life in the remote communities where the students live.





Croydon Community School was one of the schools that was focused on in Term 3.

The class sizes were very small which allowed the streamlining of presentations to cater to the students' needs – which fitted in well with the school's philosophy of delivering individualised learning options.

With the older students we had the opportunity to teach research skills and how to access valuable information that would help them with their senior theses, while the younger students were more interested in how to access eBooks and eAudiobooks.

*"Thank you for last week's visit! ...the response from the kids has been great"*



To help celebrate eSmart Week, our schools team visited Don Valley Primary School. The focus of the sessions for Prep to Grade 3 was being safe online, this included playing Interland (a cybersafety game developed by Google) and showing them our online resources.

The students in grades 4-6 received a presentation on being eSmart, and were trained on coding with Ozobots. The students loved this so much that our STEAM officer delivered an afterschool program at Yarra Junction.

Billanook Primary School's Grades 1 and 2 students visited Lilydale Community Library for an introduction to the library and its resources, and also to participate in Hour of Code and gain an insight into coding Ozobots.

In total 120 students attended over the two days and the feedback from students and the school has been overwhelmingly positive.

A small group of Year 12 students visited Lilydale Community Library from Ranges TEC. They were given a quick tour of the library and a presentation of the library's databases. This session focused on making library resources directly applicable to their assigned school work.



Other examples of our visits include:

Luther College (Croydon); Swinburne ESL students (Wantirna); North Ringwood Community House (VCAL Students); and the Knox Schools Expo (Knox Council).



## 26:52 Reading Challenge – read 26 books in 52 weeks

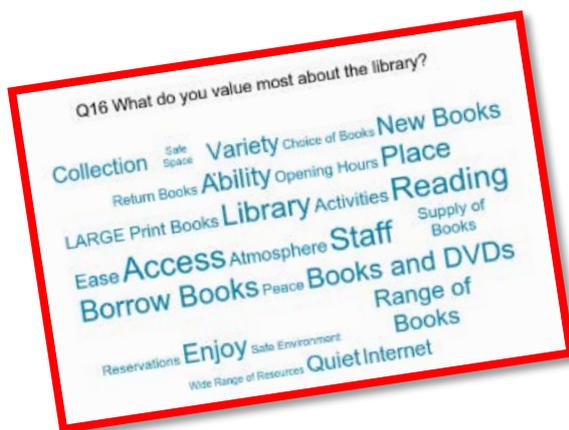


There has been a phenomenal response to the inaugural Reading Challenge – over 800 members have taken up the gauntlet and are reading books outside their comfort zone. Some of the challenges are: ‘Read a book published before 1850’, ‘Read a book that is set in Asia’ and ‘Listen to an audiobook or eAudiobook’. The oldest registered member is 96 years young. Those who complete the challenge will go into the draw for a literary lovers prize pack.

## Eastern Regional Libraries – Member Survey 2018

In order to help us learn about our members’ experience of using their library the ‘Eastern Regional Libraries – Member Survey 2018’ was available online.

The survey consisted of 24 multiple choice and open response questions that gleaned how our members view the library’s place in their community, and how important they rate the different services that we provide.



The survey received over 400 responses and showed that books are still the main attraction, however digital resources, fast internet and WiFi are important services for the community.

When asked ‘how likely would you recommend ERLC to a friend or colleague’, ERLC scored a Net Promoter Score of 67, which compares exceptionally well against Amazon’s 69 and Apple’s 70.

## New Library Membership Category

As an outcome from our ongoing training, staff identified the growing need to be able to support our communities in staying connected to library services, for example: people who have illnesses or disabilities that may prevent them from self-managing their library account.

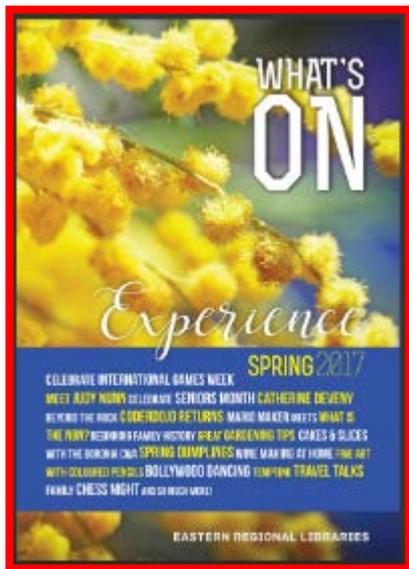
This new membership category is available to:

- People who have illnesses or disabilities which prevent them from self-managing their library account. These conditions may be temporary, recurring or permanent.
- People who are able to visit a library, but rely on employees, a family member or friend to help manage their library account and display difficulty with:
  - Language; or
  - Memory; or
  - Making decisions.

Library members with this user profile do not incur overdue fines.

*What's On / What's New*

Our 'What's On' quarterly brochure and eNewsletter, together with our new online events booking system reach out far and wide into our communities.



**7,000+ copies**

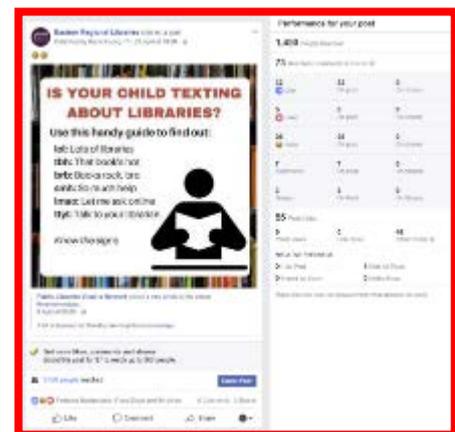


**84,000+ eNewsletter subscribers**

*Social Media*

Facebook

Total page likes 2,274 (+421 on PY): Followers 2,253  
 Top post see across (highest reach, most engagement and reactions overall)



Instagram (started Oct 2017)  
 Total followers 873

Twitter

Total Followers 1,444 (+40 on PY)



## Children's & Youth Services

57,479 children accompanied by 42,274 adults (a total of 99,753) participated in our children's and youth service programs during 2017/18.

### *School Holiday Programs*

Our School Holiday Programs were as successful as ever. 8,900 children came to a myriad of events, a few of which are captured below.

Activities ranged from uncovering 'dinosaur bones' at Lilydale, to pulling toys apart at Croydon and flying different objects in a wind tunnel at Knox.

### Dinosaur Discovery - Belgrave and Lilydale



The 'dino dig' excavation involved putting some 3D printed dinosaur fossils back together and working out where each body part comes from (rib cages are the trickiest to identify).



Other parts of the dino life-cycle investigated included: hatching the dinosaur eggs, making an 'egg incubator' from all the leftovers and using a big baking soda/vinegar reaction to create a volcanic type reaction.

Great prehistoric fun.

### Fly Me Float Me - Knox and Rowville



The Fly Me Float Me wind tunnel experiments at Knox and Rowville provided lots of fun testing out what different kinds of objects can float and how the wind affected the flight paths of our different paper creations.



*"It was great seeing so much trial and error problem solving at work!"*

### Marshmallow DNA Models - Boronia

DNA marshmallow models were a tasty way to learn some science concepts and feel a bit more familiar with the double helix!

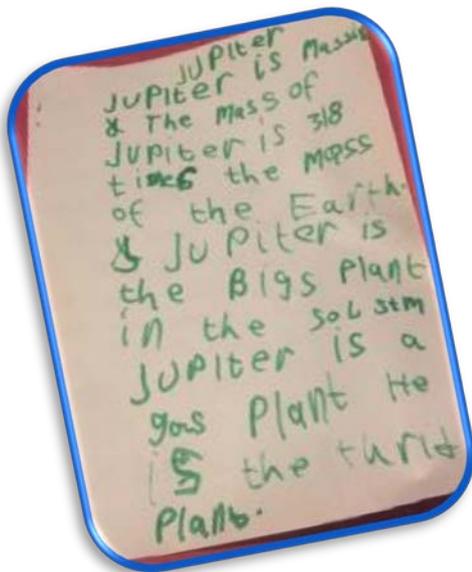
The children played some educational iPad games and matched DNA cards after making the models. Everybody worked together to make a big DNA model with pool noodles while matching up nucleotides.

By the end everyone had a good idea of the Cytosine-Guanine/Adenine-Thymine nucleotide bonding pairs, and took home sets of the DNA card game made by our team.



### Space Explorers - Bayswater

Any excuse to learn about space suits our team! The children built space landers, which were mostly successful, after a fair few tweaks to the original designs.



Everybody worked together on building a Solar System. Each child got their own planet/space feature to decorate and learn about using the Space Walk iPad app. Some of the space fact sheets were very interesting and wonderful!



Our Solar System did have some very interesting orbits though...glad we don't live in the Bayswater library version of space!

### Egg Protector Challenge - Realm

The traditional egg protector challenge was flipped upside down - children had to engineer a contraption to protect their chocolate egg from breaking when heavy books were dropped on it!



The children had to design their egg container first, then were given paper 'Bunny Money', and a budget for their purchase of building materials from our Bunny Shop. There were some very interesting maths, budgeting and decision making skills (e.g. investing too heavily in feathers) The children did really well at this and their designs held up better and better with each extra try.

### Digital Music - Croydon

Making digital music at Croydon was extremely popular. This program attracted children who were learning instruments and others who just liked music. Everyone was able to make an original tune and their creations were emailed home afterwards.

All the songs were emailed to parents so they could listen at home. It was also a great way to build relationships with the parents.



### 3D printing - Realm

3D printing is very popular but slow and labour intensive. A small group were able to see their designs come to life and discuss why their ideas might or might not work in real life.

The children absolutely loved watching the printer build, talking about how they think it works and what might make a design work or not work in real life!



And it was not all about technology.....



DIY for young and old



The Knox Woodworkers helped junior artisans to create their own toys at Ferntree Gully and Rowville.

Giant building blocks proved fun for young and old alike at Realm



Kids on Tour

For the first time ERLC partnered with the National Gallery of Victoria to present the Kids on Tour program of art activities designed to tie-in with the Gallery's summer exhibitions. Kids on Tour consisted of a series of six events and was offered at Realm, Ferntree Gully, and Warburton in conjunction with Yarra Ranges Cultural Communities and the Arts Centre.



Celebrating its fifth year, the NGV Kids on Tour 2018 program encourages children throughout outer-metropolitan Melbourne and regional Victoria to engage with contemporary art and design through hands-on activities. This program saw the NGV send the materials and templates required to host workshops for local communities to over 40 venues around the state, at no cost to the venue or participants.

Through programs developed with artists, children were encouraged to unleash their creativity by taking inspiration from exhibitions onsite at the NGV including Fiona Hall: Uneasy Seasons, Hands On: We Make Carpets for Kids and NGV Triennial.

Over 300 children attended the program and using the old Mechanic's Hall at Warburton enabled our library service to extend its outreach into the community. The NGV were very impressed with the attendance numbers and feedback received from ERLC. Some beautiful artwork was produced.



### Josephine Wants to Dance



A 'Josephine Wants to Dance' storytime and ballet workshop was held at Montrose to promote the production at The Memo. Over 90 budding ballerinas turned up in their tutus.

### Christmas Celebrations

Christmas is celebrated at all our branches during the last week of story time in December.



We had record crowds for: 'Fairy Bec' at Bayswater and 'Santa Mario' at Ferntree Gully, who was joined by the choir from St John the Baptist Primary School and many of their school friends and parents for a special evening storytime.



At Healesville the Council employees couldn't resist joining in the celebrations.

These boys were happy relaxing at the storytimes run at the FaPMI Family Fun Day at Lifeworks in Ringwood.

The Mooroolbark Traders Association decided to locate Santa and his throne in the library this year for visits and photos (some of our team wanted to get their photo taken too).



## Children's Events

### *Children's Book Week*

Children's Book Week 2017 was held nationwide from August 18<sup>th</sup>–25<sup>th</sup>, and ERLC was fully engaged with many visits and events scheduled for the week.

Children's Book Week is an especially busy week for Outreach services, and a significant number of kindergartens and child care centres were visited.



A colouring competition based on one of the shortlisted books and special themed storytimes were held.

160 children from some of the smallest primary schools in the Yarra Valley area visited Lilydale Community Library for a day of book-related fun, including a comic drawing session with illustrator Adam Wallace.



### *Maroondah Children's Week*

Members of the Youth Services team and our reading mascot, Rusty Arnold, attended the Maroondah Children's Week event in Croydon Town Park. The weather was absolutely perfect, and two hours were spent reading stories as well as providing some fun craft activities and library information.



### *Ferntree Gully Village Fair*

Our Ferntree Gully team participated in the annual village fair.

This event is held in conjunction with the Ferntree Gully CFA's Open Day. Our team provided craft activities and colouring pages, and designed then implemented a Treasure Trail around the site that kept the children entertained and engaged.



### *CFA Storytime*

This is a fantastic partnership between ERLC and the Ferntree Gully CFA. This joint storytime has run over the last four years.

The focus is on an increased awareness of fire safety and literacy.

An age-appropriate rhyming fire story was read aloud by both the librarian and Captain Alan Waters from the Bayswater CFA while others were acting out the fire safety message.

This was a great opportunity for ERLC to promote the message of how valuable men reading to the children in their lives can be.



These storytimes have been incredibly popular over the last four years, with over 1000 children and adults attending. This year there were 140 children and 120 adults at the storytime.



*Summer Reading Program*



Summer Read! was the theme for our program, which started on December 1<sup>st</sup> 2017 and finished on January 19<sup>th</sup> 2018. Summer Read! encouraged children and their families to read over the Christmas/Summer break by completing a Bingo Game Card.

All completed entries went into the draw for three iPads and three Puffing Billy family passes. Over 600 families returned their Bingo Cards to a branch.

Solahart was the major sponsor of this year’s program, donating the iPads and we were also supported by Puffing Billy who donated the family passes.

For the first time there was also an online version of Summer Read! which was made available through the Beanstack platform and we had over 300 children sign on to do the reading challenge this way.

A party was held at Ferntree Gully Community Library to celebrate the completion of Summer Read! and present the iPads and family passes to the lucky winners.

ERLC’s “own”, David the Magician, entertained the massive crowd of 250 children and adults at the party.



*Teddy Bears Picnic – Today’s the Day!*

The 16th of March was our ‘B’ Day, as the teddy bears held their annual picnic at Ferntree Gully Community Library.

Over 150 people attended this special storytime along with many teddies and other furry friends. Our reading mascot ‘Rusty Arnold’ was also there to join in the fun.



After a morning tea of teddy bear biscuits many families stayed on for a play in the park next door to the library.

Worn out by all the fun, Rusty and a friend decided to have a quick nap!



*The Story Peddlers - Realm*

The Story Peddlers visited Realm as part of the RingWORD program.

The Story Peddlers put their tent up in Art Space for the week, creating a warm and cosy atmosphere for storytelling.



All the regular storytimes plus some extras were run in the tent, in addition to the performances by Matteo the Story Peddler.

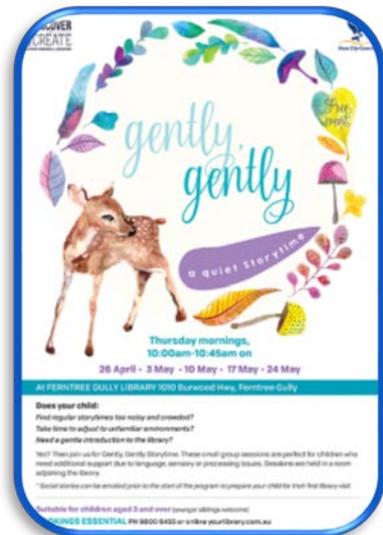


*Gently, Gently Storytimes - Ferntree Gully, Mooroolbark, Croydon and Realm*

Children with Autism Spectrum Disorder (ASD) may find a regular storytime session overwhelming, as do some children who are shy or prefer a quiet environment. ERLC has introduced a rolling series of quiet storytimes for small groups aimed at children with ASD and others who need a gentle introduction to the library.

The quiet storytime approach was trialled in 2017 and since then more staff have received specialist training from the State Library of Victoria.

Gently, Gently ran for five consecutive weeks at Croydon, Ferntree Gully, Mooroolbark and Realm.



*Freaky Friday Cartoon Workshop - Lilydale*



There was no better day than Friday 13<sup>th</sup> to try out some spooky story writing and drawing with children's author Adam Wallace.

Forty children applied their ghoulish imaginations to cartooning and story development – dressing up was optional.

**Adam is a big kid at heart!**

*Mother's Day Storytime*

Mother's Day storytimes were held around the branches with support from:

- ★ Knox Toy Library who added some extra fun to the Ferntree Gully sessions
- ★ The Point of View café at Lilydale who provided a delicious Devonshire tea
- ★ The Singing Gardens of C.J. Dennis and Tearooms at Healesville

Michael Williams from the C.J. Dennis Society recited poetry to the mothers, grandmothers and children.

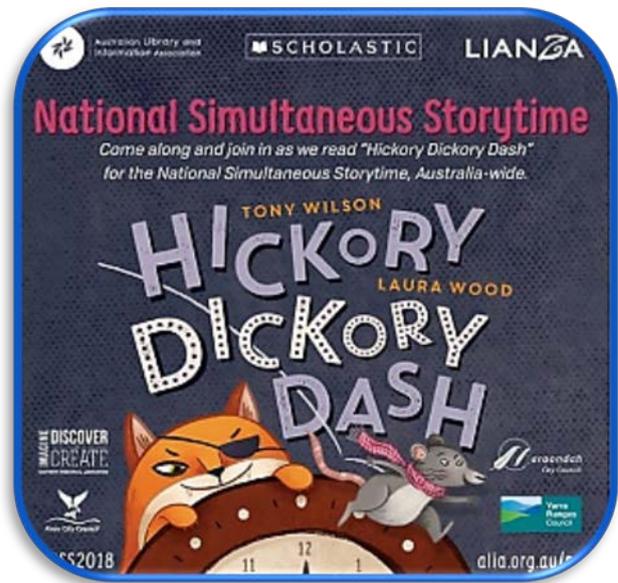


*National Simultaneous Storytime – Wednesday May 23<sup>rd</sup>*

All across Australia and New Zealand teachers, librarians and child care workers, plus some special celebrity guests read 'Hickory Dickory Dash' by Tony Wilson.

All of ERLC's regular storytimes for the week featured this title.

A class from Our Lady of Lourdes School visited Bayswater Community Library for a special storytime session.



## STEAM

Our STEAM events are proving popular with children and parents alike as the children get to participate in a structured activity and then use their imagination to continue investigating and creating.

Sessions are rapidly booked out!



### *Ozobots*

Children can program robots, and start learning how to think in ways that are fundamental to developing coding skills.

### *LittleBits*

Children are able to learn the basic principles of electronics, they tested and created projects using motors, fans, lights and wires.

### *Hour of Code*

Children complete coding challenges on the ERLC provided iPads and participate in collaborative learning. The children who attend are very proud when they receive their own Hour of Code certificate to take home as a reward for finishing the coding puzzles.

We are helping to inspire and nurture tomorrow's scientists.....

It's great to see the lightbulb moment when they learn a concept!

Sally, parent

"This was my grandson's first hands on experience with electronics, he wants to eventually work on Arduino, and LittleBits was a great introduction"

Graham, Grandparent

"Thanks so much for running this activity, it's great for them to get the chance to play with these at the library, it's too expensive to buy one for them"

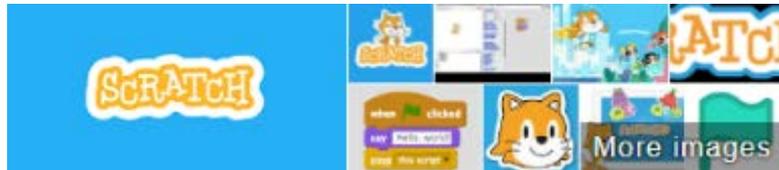
Angie, parent

*Code Club - Bayswater and Rowville*



This monthly after school activity is for children to practice their coding skills and learn how to complete new coding projects each session. They use Scratch to work through Code Club lessons which gradually become more challenging. Children start by learning basic click and drag skills, and move on to programming if/then decisions.

The children help each other with the trickier parts of their projects during their time in the library.



The first code club participants to finish six coding activities were awarded their certificates by a member of our STEAM team.

It has been wonderful to see them getting better over time and helping each other to solve problems. They are now working on fun coding projects at home between sessions.

Chelsea, Code Club coordinator

*LEGO Program - Croydon, Realm, Rowville and Belgrave*

A six week LEGO based STEAM program where children learn engineering and mathematics in a hands on way by making a different LEGO build every week.

This program is delivered with our partners Bricks4Kidz and The Young Engineers.



## ADULT ACTIVITIES

Over 17,600 adults have attended 1,196 events year during the year.

Ranging from: Family History to Military History; Book Groups to Friendship Groups; and nursing home visits; ERLC provides opportunities for participation in many areas of interest for our communities.

### Author Talks

There have been many author talks around the branches, and some highlights included:

**Caroline Jane Knight** talking about growing up with all things Austen at Lilydale Community Library.



Caroline Jane Knight and Cr Tony Stevenson

**A.S. Patrić** discussing his Miles Franklin award winning novel *Black Rock, White City* with Lee Koffman at Realm as part of the Melbourne Writer's Festival Local Libraries program.

In partnership with Robinsons Bookshop we presented **Judy Nunn** to talk about her new book 'Sanctuary'.

Judy signed copies for a very enthusiastic audience at Realm.

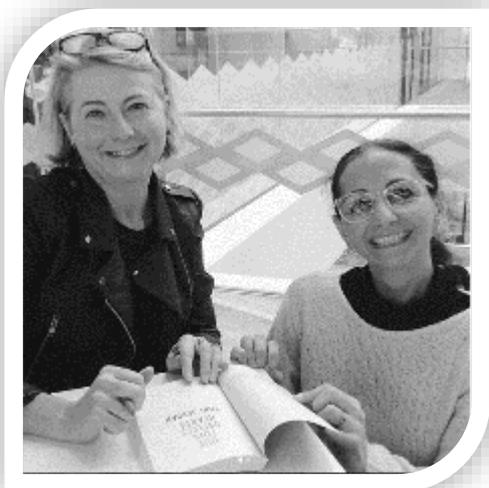


**Richard Cornish**, author of the Brain Food column in The Age's Good Food supplement spoke at Realm about cooking, eating, the chemistry that makes food taste good and travelling through Spain in his search for perfect dishes.



Did you know that all the nutritional advice available in the mainstream media becomes irrelevant once you hit 70?

Internationally recognised dietitian **Ngaire Hobbins** does, and she is determined to let other people know too. In partnership with Home Instead Senior Care, Ngaire talked about the latest research and why she branched out from theory to practice in her new book '*Better Brain Health*' at Knox and Lilydale.



The first Brunch with an author for 2018 at Realm saw an informed audience interacting with **Toni Jordan** over coffee and pastries.

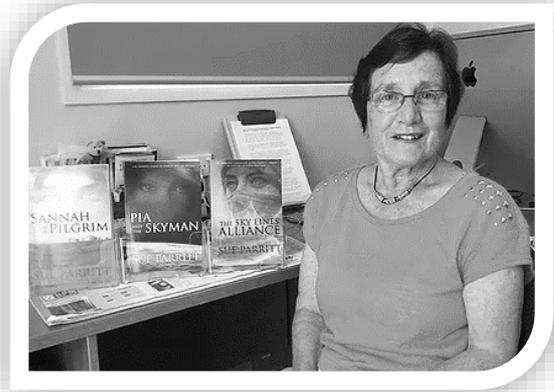
Toni's journey from scientist to novelist and the different ways she has woven the scientific experience into her fiction made for a fascinating morning.



**Sue Parritt** is a fiction writer based on the Mornington Peninsula.

Her trilogy of a future dystopian Australia focuses on climate change and the treatment of refugees from drowned Pacific islands.

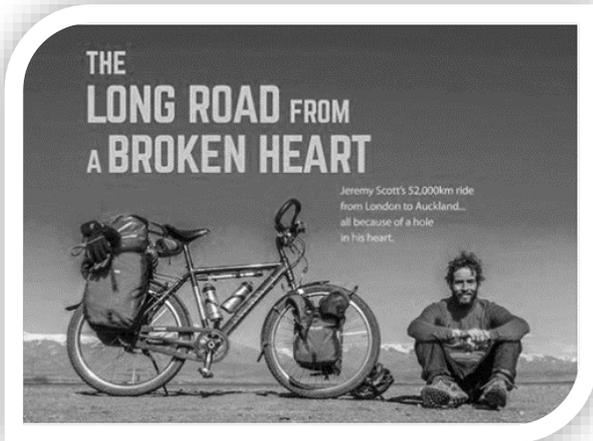
Sue spoke at Belgrave about what inspires her to write, the writing process and the publishing dilemmas facing writers in this digital age.



When **Jeremy Scott** was four years old he had surgery for a hole in his heart.

At 38 he rode his pushbike from London to New Zealand taking a series of incredible photos along the way.

Jeremy spoke at Healesville Community Library about his journey, the beautiful book he has produced and his fundraising efforts for the Heart Foundation.



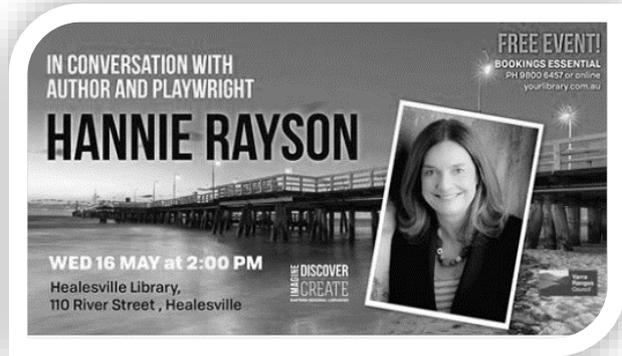
The second Book Bites event of the year at Croydon was an intimate gathering with Melbourne author **Rose Michael** about her time travel novel 'The Art of Navigation'.

Rose talked about how the experience of visiting Sherbrooke forest as a teenager gave her the nucleus of her story and the challenges of researching medieval history from Australia as she created a gothic ghost story that moves from 1587 to 2087.



When **David Astle** visited Realm as part of the 'Brunch with an Author' series he kept a full capacity audience guessing with anagrams, cryptic clues, riddles, puns and much more word-related fun.

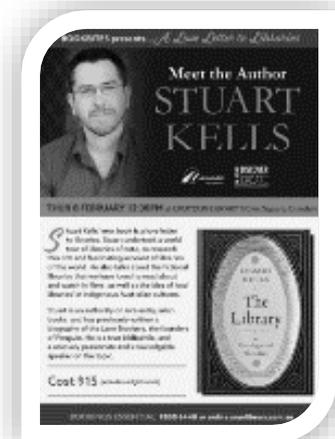
**Hannie Rayson** delivered a very well received talk at Healesville Community Library prior to the production of her play Hotel Sorrento which was performed at Burrinja Cultural Centre and The Memo.



An at capacity crowd came to hear **Dr. Rachael Livermore** from the University of Melbourne discuss the James Webb Space Telescope, which will be launching next year and replacing the Hubble Space Telescope.

Book Bites is a semi-regular author talk and light lunch hosted by Croydon Community Library.

The last speaker of 2017 was the sometimes controversial **Catherine Deveney**, talking about her latest book 'The Happiness Show' and all her other titles.



The first speaker for 2018 was bibliophile **Stuart Kells** who discussed his new book about libraries both real and imagined.

*"Absolutely loved it. The best Book Bites of the year."*  
 Glowing reviews from all who attended  
 Stuart Kells talk at Croydon Library



## Gardening and Craft Clubs

Gardening and craft clubs meet regularly at many locations to share ideas, work on projects or hear from guest speakers.

These include:

- The Belgrave Botanicals
- Growers and Weeders at Mooroolbark
- Growville Gardeners at Rowville
- Boronia Grows
- Knitters Corner at Montrose
- Colour and Colouring for Adults at Ferntree Gully
- Knit and Natter at Bayswater
- Drop in Fridays at Yarra Junction

Presentations this year included The Plant Society who spoke about using plants in interior decoration at Rowville, making Bug Hotels at Belgrave and the experts from the Boronia CWA on decorating sponge cakes.



The Lakeside Good Earth Garden group is a new program for Lilydale in 2018 with a focus on sustainability and living an 'earth-friendly' life.



## Lifestyle & Wellbeing

### Women's Health Week



ERLC often partners with practitioners in the community to present health and wellbeing programs of general interest.

Ferntree Gully Community Library presented a program of women's health topics in conjunction with the Jean Hailes Foundation during September.

Other highlights include:

- Writing for Wellbeing
- Memoir and Life Writing
- Striving for Wellness
- Retirement Planning
- The Healing Power of Reflexology
- Happiness: as simple as 1,2,3
- iPosture and Postural Health
- Food Intolerance and Sensitivities

### National Sustainable Living Festival

As part of the festival, Ferntree Gully Community Library hosted talks on beekeeping, preserving, seed saving, cooking from scratch and edible gardening.

### Food and Wine Collection

The food and wine collection is one of the most heavily borrowed parts of our non-fiction collection and our borrowers also like to talk and hear about nutrition, health, well-being and how to make delicious things.

This year we have had presentations on Kombucha tea, sensational smoothies, gut health, preserving, cooking like a chef and decorating sponges with the CWA.



Lucky Knox had a special visit from smoothie expert Liana.

Healesville enjoyed a taste of the Yarra Valley, presented by Balgownie Estate



*"Would like to say what a wonderful presentation at Healesville (Balgownie Estate presents a taste of the Yarra Valley). The Chef was very informative, approachable and entertaining. Was a great demonstration, well worth the drive to Healesville."*

## Family & Local History

Family history, local history and military history all continue to be popular with regular groups, including 122 one-on-one training sessions and a presentation from the Genealogical Society of Victoria.



In April, we were joined for a presentation by Jenny Cassidy about 'World War One Researcher Australia'. Jenny is an experienced family history researcher and teacher of history, and one of the creators of this useful iPad app for students, genealogists or anyone with an interest in military history. Case studies included four WW1 soldiers and nurses from the Yarra Valley.

### iPad Screenshots



The 90<sup>th</sup> anniversary of the Maroondah Dam was celebrated during History Week.

The Healesville Community Library hosted a display during October commemorating the building of the Maroondah Dam.

This included a large display of paraphernalia in the display case, screening of archival footage from the time of construction, as well a series of information boards provided by Melbourne Water that were placed throughout the library.

We have also been having some fun with our own (more recent) history.....



## Bookclubs, Bookchats and Writing Groups

### Bookclubs

There are over 1,600 people in our 163 clubs using this service. They receive a new title every month from our collection of over 400 titles.

Four new Bookclubs have joined the program this year, including one at the Monbulk Community Reading Room.

*Bookchats -Belgrave, Boronia, Croydon, Ferntree Gully, Healesville, Lilydale, Realm, Rowville, Yarra Junction*

The Bookchat program continues to provide a popular alternative to a formal book club – no fixed reading, members just turn up and share their current favourite with a group of other enthusiastic readers. Library staff promote new arrivals in the collection and bring old favourites to light.



#### Event Description

Beginner and experienced writers are invited to these free monthly sessions, curated by local freelance copywriter Carmen Thornton. Carmen can help you find starting points for your writing, unlock your creativity, and explore place, character, point of view and plot, all over a coffee. Come along, share your passion, and be inspired.

#### When

10:00 AM - 11:00 AM  
Saturday 26th May 2018

#### Where

Realm Library  
Ringwood Town Square

## BOOKCHATS

<b>1<sup>ST</sup> TUES OF THE MONTH</b> Boronia Bookchat Boronia Library at 2:00pm For more information PH 9800 6488	<b>3<sup>RD</sup> WED OF THE MONTH</b> Reader2Reader Belgrave Library at 10:30am For more information PH 9800 6488
<b>2<sup>ND</sup> TUES OF THE MONTH</b> Rowville Daytime Bookclub Rowville Library at 2:00pm For more information PH 9800 6443	<b>LAST WED OF THE MONTH</b> Realm Bookchat Realm at 2:00-4:00pm For more information PH 9800 6430
<b>3<sup>RD</sup> TUES OF THE MONTH</b> Page Turners Bookchat Croydon Library at 2:00pm For more information PH 9800 6448	<b>2<sup>ND</sup> THUR &amp; 3<sup>RD</sup> THUR OF THE MONTH</b> Rowville Evening Bookclub Rowville Library at 7:00pm For more information PH 9800 6443
<b>Healesville Bookchat</b> Healesville Library at 2:00pm For more information PH 9800 6497	<b>3<sup>RD</sup> THUR OF THE MONTH</b> Bayswater Bookchat Bayswater Library at 2:00pm For more information PH 9800 6498
<b>1<sup>ST</sup> WED OF THE MONTH</b> Round Words Yarra Junction Library at 11:00am For more information PH 9800 6462	<b>Ferntree Gully Bookchat</b> Ferntree Gully Library at 2:30pm For more information PH 9800 6455
<b>Rowville Bookchat</b> Rowville Library 5:30pm For more information PH 9800 6443	<b>LAST THUR OF THE MONTH</b> Boronia Bookclub Boronia Library at 3:00pm For more information PH 9800 6488
<b>3<sup>RD</sup> WED OF THE MONTH</b> Lilydale Bookchat Lilydale Library at 10:30am For more information PH 9800 6457	<b>Novel Ideas Bookchat</b> Realm at 6:30pm For more information PH 9800 6430

### Writing Groups - Belgrave, Healesville, Realm and Rowville

There are now four writing groups meeting regularly in the Belgrave, Healesville, Realm and Rowville libraries, and a Family History Writing workshop meeting at Knox.

Overall, the audience for writing groups, writers' workshops and author talks focussed on the process of writing appears to be growing.

*"I'm currently facing unexpected health challenges which involve a significant pain and fatigue ... so am unable to get out and do most of my leisure activities. Being robbed of functionality is incredibly cruel and weirdly invisible... so to be able to just place holds on books and the occasional DVD online and make the trip to the library is an absolute godsend."*

*I genuinely would like senior management as well as staff at ground level to know how vitally valuable our libraries are, and how ridiculously grateful I am. I'd go insane if it weren't for this service."*

## DIGITAL SERVICES & STEAM FOR ADULTS

### *eLearning One-to-One*

The eLearning one-to-one program is growing in popularity. This program allows members of the community to access staff expertise in whatever area they require assistance. It can be tailored to the pace and learning style of the participant and can be based on using their own device.

1,963 people have taken advantage of this service to date this year.

Training is offered on 15 popular topics from Facebook to iPad Q&A sessions, either using the library's technology or as a bring-your-own-device session.

### *Coding and 3D Printing for Seniors - Realm, Rowville*

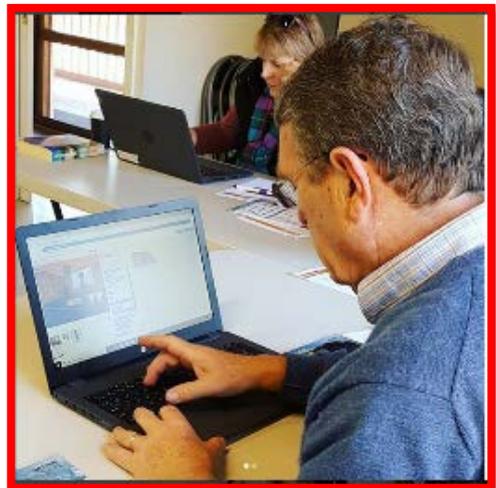
Coding for Seniors has provided a great chance for seniors to learn some new skills.

Cool new technology is not just for children. A group of 10 enthusiastic seniors have worked with two library staff to understand some coding basics at Realm. Feedback from the group was that they were keen to return for more.

The STEAM program has also reached out to members of the Peppertree Retirement Village Computer Club (Rowville) who had fun trying their hand at coding.

The 3D printer has visited Peppertree Retirement Village, Rowville where residents got to see it in action, understand how the printing works, and talk about future applications of the technology. They then worked through some introductory tutorials in 3D design so they could create an object for printing.

Visits are also made to neighbourhood houses, U3A groups, church groups and other community groups as requested to give demonstrations on a variety of topics.



*"My visit to Croydon Library was very good as was all the help provided in my one to one computer session by Anna. This was very valuable and Anna was so patient and willing to work at a pace that I could feel comfortable. I do find it hard to pick things up and she was so helpful, even willing to come over and help after to check if I was able to download the information later, this was after my session. A great service" - Lynne*

Our STEAM team has been at the following age related events:

- ★ Maroondah Seniors Festival Day at Karralyka
- ★ Knox Active Ageing Expo 2018



## PARTNERSHIPS

### *Living in the Real World*

Living in the Real world was a series of events designed to assist people dealing with real life issues.

It was a joint project with City of Monash libraries and was funded by a \$20,000 grant received from the State Library of Victoria to support adult literacy.

More than 40 events were delivered by subject experts to over 400 participants on a range of 'real life' issues including citizenship, money management, job readiness, avoiding scams and rights for tenants and landlords.

An App has been developed to capture the information delivered at these sessions.

Feedback from participants indicated that over 90% found the sessions 'quite helpful' (the highest response option).



Given the success of the first program, a further series of talks on everyday issues was organised in conjunction with Monash Library Service. Speakers were organised to deliver talks at branches of both library services. Presentations from Centrelink, Consumer Affairs Victoria and the Australian Tax Office were well-received throughout the region.

*"It helps me to see what I already have and what areas or skills I need to build on."*

*Job Ready attendee*

*"Everything will help me in my daily life – especially goal setting and budgeting skills."*

*My Money attendee*

### *Maroondah BizHub Automatic Memberships*

Recently a new web services API was set up that allows Maroondah to automatically add new BizHub co-workers as library members. This grants them access to the broad range of premium-business building tools offered, in addition to our dedicated BizLibrary website.



*Connect for Learning*

On Tuesday September 12<sup>th</sup> 2018 ERLC hosted representatives from 13 of the local region’s neighbourhood and community houses for a breakfast and to discuss how ERLC could support their programs and to showcase what the library service can offer their staff and clients.

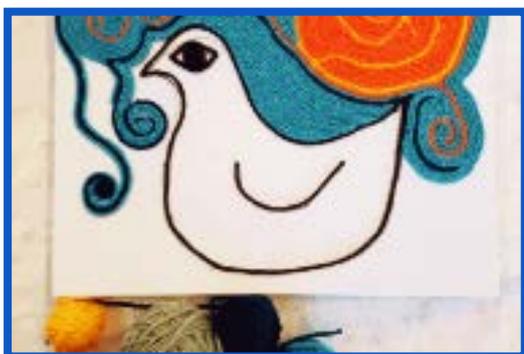
The response was overwhelmingly positive with many connections formed or strengthened between neighbourhood house staff as well as with the library.

The participants have requested this get-together format to become a regular event.



As a result of the breakfast partnerships have already developed between ERLC and:

- Healesville Living and Learning Centre and Healesville High School to deliver a supported homework and mentoring program for students who have been identified as at risk of disengaging with school.



Yarrunga Community Centre in relation to ERLC providing taster sessions and promotions to encourage participants to participate in pre-accredited training or other activities in the Community Centre, including business set-ups for budding artists.



*90th Anniversary of Maroondah Dam*

This project was a highly successful collaboration with Melbourne Water, Parks Victoria and the Healesville Historical Society.

The Healesville Community Library hosted a display during October commemorating the building of the Maroondah Dam which brought many people into the library.

The display included paraphernalia in our display case, screening of archival footage from the time of construction, as well as a series of information boards provided by Melbourne Water that were placed throughout the library.



*Young Artist - Eastern Regional Libraries \$1000 Award*

ERLC was a proud sponsor of the Burrinja Climate Change Biennale and in particular the Young Artist Award. We were asked to present the Young Artist prize to Samantha Sommariva the winner of our sponsored prize.



**Samantha her work 'Beauty and Decay'**



**Sarah Hopkins (ERLC) and Ross Farrell, (Burrinja) presenting the prize.**

*RingWORD*

Author and artist Richard Holt shared his expertise with crafting a compelling plot to keep readers hooked. Participants were able to get the most out the story they wanted to tell. The program was suitable for writers at all levels.



*'RingWORD at ArtSpace, where you can celebrate words, interrogate them, and turn them all inside out.'*

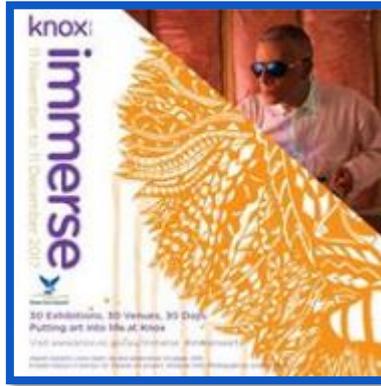


*immerse*

Knox Community Libraries participated in 'immerse': 30 Exhibitions, 30 Venues, 30 Days.



**Rowville**



**Ferntree Gully**

*Belgrave Lantern Parade and Storytime*

The annual Belgrave Lantern Parade was held on Saturday June 23<sup>rd</sup> to celebrate the winter solstice.

Over 300 visitors used the library to meet up, collect lanterns or attend the family storytime session.

Past and present library staff joined in by working, walking or watching the parade and all enjoyed being part of this magical community event.



*Arrabri Community House*



Arrabri Community House have been running 'taster sessions' in the Boronia Community Library to advertise their courses.

This has seen people undertake activities not normally associated with libraries, having fun and learning something at the same time.

*Moving Marvels*

The Moving Marvels exhibition was installed at the Realm (Wall of Wonder) from June 18<sup>th</sup> to August 17<sup>th</sup>.

Exquisite works created by artist Marc-O-Matic are brought to life when viewed through the Moving Marvels app. The result is a new, immersive storytelling technique enjoyed by all.



*Pop Culture Conversation Club at Realm - Maroondah Metro Access and Youth Services*

*"On a side note, as a result of Pop Culture, Lana and her dad came and sat in the library at Realm today doing a mock exam. She felt comfortable enough to come down and do some of her work there. How cool is that! Please pass on to Steph and Chelsea how awesome they were." Thanks, Mel*

The first Pop Culture Conversation Club was held in April at Realm. This group is designed to provide a supported social setting for young people aged between 16 and 21 who have Autism Spectrum Disorder (ASD).

This group is connecting socially by sharing conversation about topics they are passionate about including characters from books, movies or comics.

The 'Pop Culture' theme provides a springboard for conversation and the library is a source of material that aligns with their interests. Feedback from participants in the first session was extremely positive. It is hoped that in future the group will be able to use their familiarity with the Realm location to engage in other age-appropriate activities like going to the movies or having dinner in a restaurant.

*That's Not a Daffodil! - Yarra Ranges Creative Communities and Knox Community Arts*

The children's theatre production based on Elizabeth Honey's picture book *'That's Not a Daffodil'* was performed at the Knox Community Arts Centre, Burrinja Cultural Centre and The Memo in Healesville during the Easter school holidays.

ERLC hosted themed storytimes featuring Elizabeth Honey reading from her book and explaining the process of creating a published book before the children devised their own daffodil paintings at Ferntree Gully, Belgrave and Lilydale libraries. Craft tables for making paper daffodils were set up at Burrinja and the Healesville Community Library on performance days.

Elizabeth read from her book to 150 children from five Yarra Ranges schools at Lilydale Community Library. The children from Yarralinda Primary School stayed on for an introduction to the library, and some daffodil making.



*Thank you so much for organising and inviting our school to such a wonderful 'meet the author' day. The students and staff were so excited to meet Elizabeth Honey and absolutely loved learning about the processes involved in creating a picture book. The workshop on making daffodils was also a big hit with the school as it encouraged the development of fine motor skills for our foundation students. Elizabeth Honey conducted a lovely story telling session that captivated the children and was very charming. Rowanne and all the staff at ERL were organised, professional and personable in organising this wonderful experience...we would never have had this enriching opportunity with a children's author due to our limited budget as a small school.*

*- Yarralinda School*

*Technology and You - Maroondah Metro Access*



**Micah talking to the group.**

ERLC was a sponsor and exhibitor at the highly successful ‘Technology and You’ event organised by Maroondah MetroAccess.

Cutting edge technologies were showcased that enable people with disabilities to live more meaningful and independent lives.

ERLC was able to demonstrate the accessible features of the various digital collections available and also get feedback on where mainstream digital solutions fail people with disabilities.



**Cr Spears enjoyed the event.**

*Mt Evelyn Community House – AGM and 1st Birthday!*

ERLC were very happy to help Mt Evelyn Community House celebrate their first birthday.

Nearly 30,000 library items have been borrowed in the first year of running the Reading Room.

ERLC has assisted with running digital outreach events, training and collection management.



*International Table Top Games Day*

Over 100 people attended International Table Top Games Day at Realm and chose from a huge variety of board games. Ringwood Social Games was ERLC’s partner for the event. Age clearly no barrier.



## PARTNERSHIPS

<i>Alzheimer's Australia</i>	<i>EACH</i>
<i>AvoCare</i>	<i>Eastern Health</i>
<i>Baptcare</i>	<i>Enpointe Ballet School</i>
<i>Belgrave Lantern Parade</i>	<i>Evergreen Seniors Club</i>
<i>Belgrave Traders</i>	<i>Ferntree Gully Discovery Day</i>
<i>Best Chance</i>	<i>Free2B Network</i>
<i>Biz Hub Maroondah</i>	<i>Games Workshop</i>
<i>Book Barn</i>	<i>Glen Park Community House</i>
<i>Box Hill Institute</i>	<i>Good Games Box Hill</i>
<i>Boronia and The Basin Community News</i>	<i>House of War</i>
<i>Brotherhood of St Laurence</i>	<i>Illoura Early Intervention</i>
<i>Bunnings Scoresby</i>	<i>Inspiro</i>
<i>Burrinja Cultural Centre</i>	<i>Kerrabee Social Inclusion Centre</i>
<i>Candlebark Community Nursery</i>	<i>Knox Community Arts Centre</i>
<i>Celebrate Mooroolbark Festival</i>	<i>Knox Council Arts, Heritage &amp; Culture</i>
<i>Centrelink Boronia</i>	<i>Knox Council Economic Development</i>
<i>Centrelink Lilydale</i>	<i>Knox Council Maternal &amp; Child Health</i>
<i>CFA Ferntree Gully</i>	<i>Knox Council Playgroup</i>
<i>Cinema Under the Stars</i>	<i>Knox Council Pre-School Department</i>
<i>CoderDojo Foundation</i>	<i>Knox Council Twilight Picnics</i>
<i>Collins Booksellers Croydon</i>	<i>Knox Council Young Parents Department</i>
<i>Compass</i>	<i>Knox Council Youth Services</i>
<i>Connexions</i>	<i>Knox Council Sustainability Department</i>
<i>Coonara Community House</i>	<i>Knox Festival</i>
<i>Consumer Affairs Victoria</i>	<i>Knox Historical Society</i>
<i>COTA</i>	<i>Knox Learning Alliance</i>
<i>Country Women's Association</i>	<i>Knox Photographic Society</i>
<i>Croydon Chess Club</i>	<i>Knox Toy Library</i>
<i>Dandenong Ranges Emergency Relief Service</i>	<i>Linea Healesville</i>

*Linking Learning Yarra Ranges*  
*Maroondah Council Arts & Culture*  
*Maroondah Council Maternal & Child Health*  
*Maroondah Council Metro Access Youth Services*  
*Maroondah Festival*  
*Melbourne Writers Festival*  
*Migrant Information Centre*  
*The Misfits Project*  
*Monash Library Service*  
*Montrose Traders*  
*Mountain District Learning Centre*  
*Mountain High Shopping Centre*  
*Mt Evelyn Community House*  
*Mt Evelyn Primary School*  
*National Seniors Club*  
*National Gallery Victoria*  
*Nerdspace*  
*Nintendo Australia*  
*One Million Stars to End Violence Project*  
*Outer Eastern Literacy Program*  
*Parks Victoria*

*Radio Eastern FM*  
*Ringwood Historical Society*  
*Robinsons Bookshop Ringwood*  
*Rowville Lysterfield News*  
*State Library Victoria*  
*Stud Park Shopping Centre*  
*Studfield Wantirna News*  
*Tiqbiz*  
*U3A Croydon*  
*U3A Japara*  
*U3A Mt Dandenong*  
*Victorian Discworld Klatch*  
*Warburtanicals*  
*Yarra Valley AFL*  
*Yarra Ranges CALD Network*  
*Yarra Ranges Council Creative Communities*  
*Yarra Ranges Council Child & Family Partnership*  
*Yarra Ranges Council Maternal & Child Health*  
*Yarra Ranges Council Youth Services*  
*Yarra Ranges Regional Museum*  
*Yarra Ranges Supported Play Groups*

## OUTREACH SERVICES

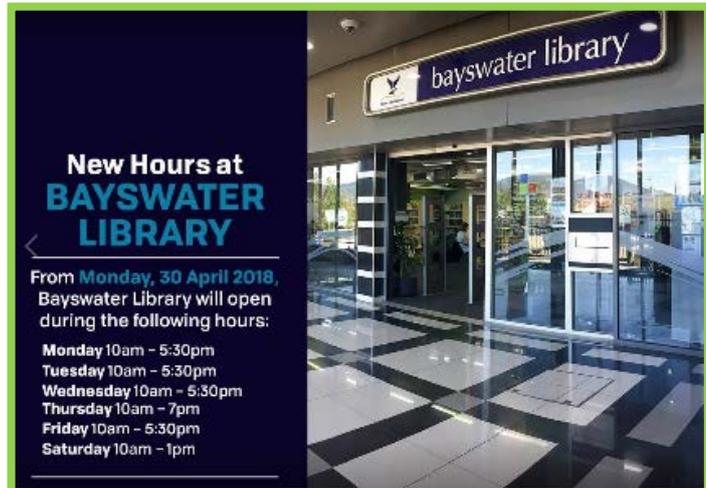
The Knox Mobile Library and Yarra Ranges Flexi Vehicle have had 4,821 and 5,591 visits and lent 14,774 and 19,922 items respectively for the year. Over 300 people in nursing homes and retirement villages have been visited by our Maroondah Aged Services Outreach Officer.

### *Knox Mobile Library*

Working closely with Knox City Council, the Knox Mobile Library timetable has had a detailed review.

Following that review, some sites with low attendance figures have been withdrawn from the timetable.

With Council's support the hours allotted to these sites have been reallocated to the Bayswater Community Library. This will provide more access for people to all the services of the library e.g. WiFi and public access PCs.



The library is now open extra hours on Monday and Thursday mornings, creating consistent opening hours across the week.

Memberships, loans and visits have all increased for Bayswater due in no small way to the extended opening hours.

### *We went to the footy finals!*

The Yarra Ranges Flexi Vehicle attended three matches of the Yarra Valley Mountain District Football League Grand Finals.

Children enjoyed dropping by to participate in the activities while they were waiting for the game to start and adults were able to find out what our library service has on offer.

AFL Yarra Ranges told us that they had 'rave reviews' from attendees who were delighted to find us at the footy.



### *Happy Birthday Peggy!*

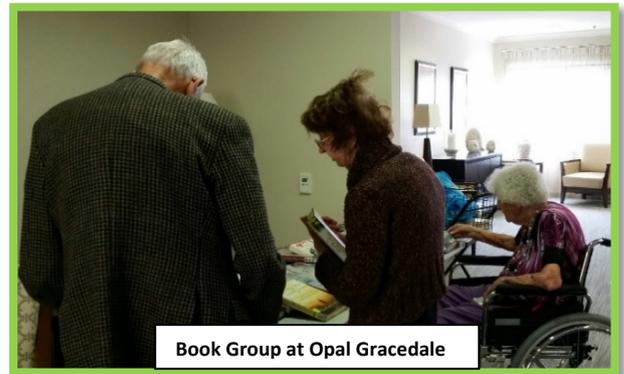
One of the most well-read patrons of our mobile library service turned 90 recently.

Peggy reads at least 20 books a fortnight and still has the same sparkle of curiosity as the 7 year old version of herself in this photo.

*Maroondah Senior Community Outreach*

Eastern Regional Libraries aims to provide dynamic library resources to senior community groups, retirement villages, nursing homes and Maroondah individuals who are house bound.

In 2017-2018 we visited on a monthly basis; Albright Manor, Blue Cross Tarralla, Donwood Lodge, Della Dale, Opal Gardens, Regis Amaroo, Lionsbrae, Heatherdale Gardens, Dorset Lodge, Mingara Nursing Home, Olivet, Ferndale Gardens, Heritage Gardens, and Bupa.



Book Group at Opal Gracedale

Approximately 800 library items were personally selected and delivered to these nursing homes and retirement villages every month. Items selected included books, audio books, magazines, DVDs and CDs. This represented over 9,600 library items that were hand chosen to satisfy the needs of our valued ageing Maroondah residents.

Albright Manor, Blue Cross Tarralla, Della Dale Aged Care, Donwood Reading Group, Dorset Road Lodge, Kerrabee Social Inclusion centre, Opal Gracedale, Regis Amaroo and Lionsbrae all availed themselves of monthly BookChats and reminiscence activities.

Reminiscence activities included ‘Camping in the Great Outdoors’, ‘Back to school’, ‘Australian television’, ‘Games we played’, ‘Pets’ and ‘Australian Sports’. A mixture of items from the ERLC Dementia Library, op shop items, printed pictures and music were used to conduct each session. A great moment in the program saw residents singing along when our team played the much loved song ‘All My Loving’ by Jonny Young from an iPad.



Reminiscence Kit



NBN information talk

The SAVVY Seniors talk series continued with a number of very successful talks held at the Croydon Community Library, including three NBN information talks, an Active Seniors in Maroondah talk, Avoiding Scams, Understanding Your Pension and a talk on Palliative Care that centred around living fully in the moment.

The Croydon Community Library also participated in two seniors expos. The success of these talks is due to highly valued partnerships with key stakeholders servicing our ageing population including COTA, Consumer Affairs Victoria and the Department of Human Services.



## FESTIVALS, COMMUNITY EVENTS & SOCIAL INITIATIVES

### *Knox Festival*

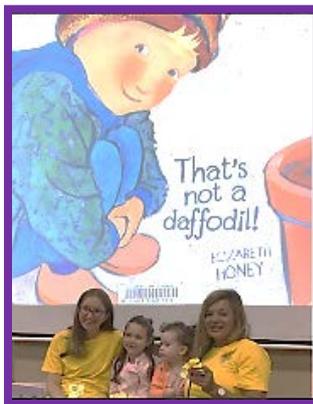
The Knox Festival attracted thousands of people (over 1,800 children accompanied by 1,500 adults) into the Ferntree Gully library for colouring activities, paper flower making (daffodils naturally) and flight experimentation with the wind tunnel.

The library jumped on board with the Knox Festival theme, '**Activate Knox**', and provided many opportunities for participation.



### *Celebrate Mooroolbark Festival*

The library promoted 'That's Not a Daffodil' at the Celebrate Mooroolbark Festival in March. Wet and windy conditions meant storytime in the Hall was the ideal place to celebrate. With the book projected onto the big screen, and staff dressed in bright yellow, the library stall was a highlight of colour on a damp, dull day.



**Malcolm and Rowanne were not quite sure what to make of our newest staff member!**

Our teams also participated in the Knox Stringybark and Maroondah festivals.



### *Family Twilight Festival*

Lilydale Community Library hosted the first Family Twilight Festival on January 25<sup>th</sup>.

This major event was run in partnership with the Box Hill Institute Point of View Café, and aimed to raise awareness of the library's new location.

Despite blistering heat on the day, hundreds of families visited the Festival over the course of the afternoon and lingered on the lawns to watch the movie *Ferdinand* under the stars (which was complemented by the odd flash of lightning in the Yarra Valley!).



*"Just wanted to say thank you for a wonderful night. It was a brilliant community event, made especially more enticing, with the fact it was free. We had lots of great memories made. The magician was entertaining and engaging. We especially loved Kofi, the drummer, who had both parents and kids up dancing. The movie was a hit!! We mingled and connected with other local families. Brilliant job!! Thanks again"*

## BEHIND THE SCENES

### Collections

#### *Size, Use and Age of the Collection*

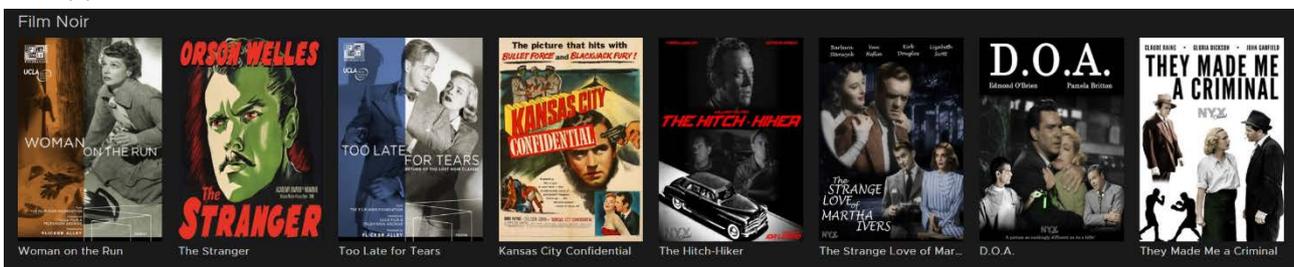
There are 377,435 items in the Collection (including eBooks and eAudiobooks).

These items were borrowed 3,586,532 times which means that the average turnover was 9.5 times for each item during the year.

285,848 of the items in the Collection were purchased in the last 5 years, or just over 75% of the Collection. Some of the remaining 25% is made up of family and local history and reference materials which will not be withdrawn from the collection.

#### *New Additions to the collection*

### Kanopy

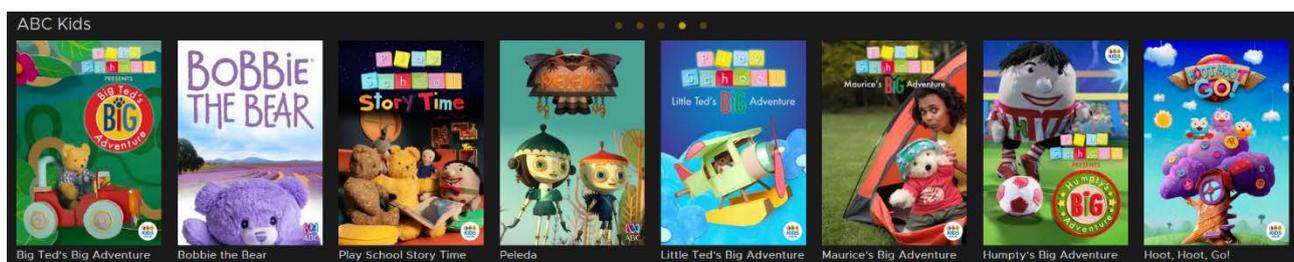


Kanopy, who describe themselves as “Netflix for Libraries”, provide an on demand video streaming service that allows members to access over 15,000 independent, foreign language, classic or documentary films from their mobile device or PC. Members are able to stream 12 films each month.

We have been promoting the new resource on the ERLC website, via Facebook and through the monthly electronic newsletter with great success – so far members have watched 6,917 films.

*“I have always been a passionate supporter of the library since Ringwood library opened in 1970. I now live in Upwey but my hands don't work so well, so I borrow eBooks and read eMags and also have access to movies from Kanopy. What more could one want?”*

Kanopy has now set up a new platform specifically for children called 'Kanopy Kids'. Content is age appropriate and has a whole host of material from the ABC. Importantly, Kanopy Kids features parental controls to keep children safe.



## Nintendo Switch



ERLC has introduced Nintendo Switch console games to our collections. They will be held at Belgrave, Croydon, Realm and Rowville branches. The Switch game cartridges will officially be the smallest items held in the library collection.

In general, our console games are one of the most highly used collections. In the last 12 months the 825 adult games have been borrowed 6,834 times (turnover of 8) and our 240 junior games have been borrowed 3,226 times (turnover of 13).

## Digital Library Statistics Major Platforms

Based on the single metric of loans generated, our four major digital platforms would make this area our second largest 'branch'.

Platform	Borrowed	1st Quarter	2nd Quarter	3rd Quarter	4 <sup>th</sup> Quarter	Total
Overdrive	eItems	89,901	87,417	92,229	99,436	368,983
Borrowbox	eItems	8,606	9,014	9,976	10,879	38,475
Rbdigital OneClick	eAudiobooks	370	479	663	787	2,299
Rbdigital Zinio	eMagazines	19,551	17,885	18,591	23,275	79,302
						<b>489,059</b>

## collectionHQ

collectionHQ (CHQ) is an evidence-based collection management tool that has been in use at ERLC for the last few years.

CHQ can run reports on how well items are being used within the collection and is used regularly by all our branches.

CHQ has allowed us to identify and remove material that is no longer current or has reached the end of its reading life. It means we can ensure that ERLC has a high performing, current and relevant collection.

A report that lists books that have been 'read out' at a particular library has been implemented this year. This report tells us at which other branches the title may have a second lease on life.

In the last four months of this year, 360 items were transferred, generating an additional 830 loans. We are expecting these numbers to greatly increase in 2018/19 which will be the first full year of using this reporting function.



## INNOVATION, IT SYSTEMS & CREATIVE TECHNOLOGIES

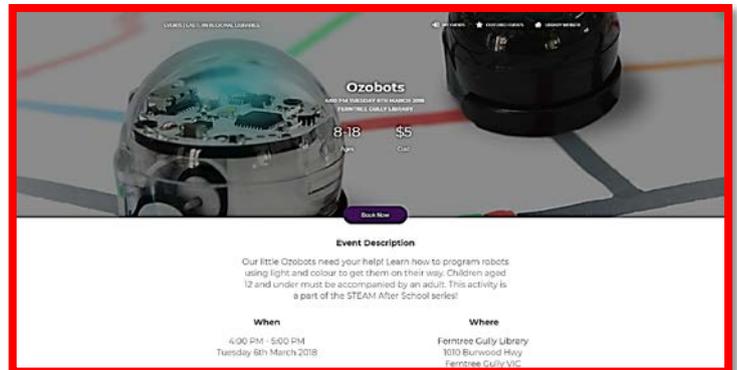
### *New Generation Events Calendar*

ERLC's new events calendar went live in March.

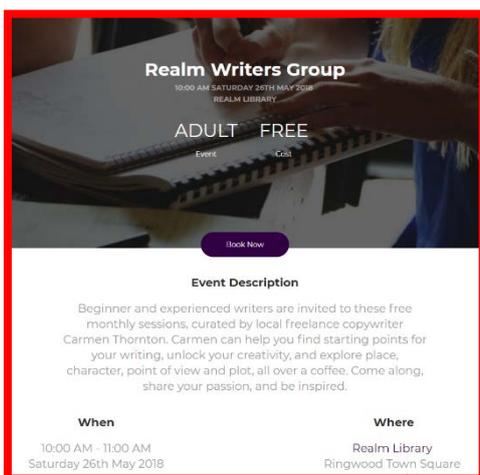
The calendar includes an array of features which provide an incredible experience to our members and staff. The solution far exceeds the abilities of what's on offer from any commercial provider, let alone what's in use elsewhere in the library industry.

Features include:

- Secure, fully-integrated and PCI compliant online payment processing
- Automatic event waiting list functionality including notifications and booking expiry management
- Powerful search capabilities, event suggestions and integration with WordPress
- Seamless member logins using library cards and PINs
- My Events functionality that allows members to manage their bookings, including issuing self-service refunds and downloading receipts
- Event cloning, templates, drafts and approval processing
- Unlimited event recurrences, ability to check in attendees, rate events and send email reminders
- Comprehensive member rating and feedback system
- Event manager analytics featuring graphs, funds paid, event totals, categories and views. All available on an entire organisation level or per location.
- Completely mobile friendly, dynamically adapting to the visitor's screen size



Over 11,000 bookings have been made, and 5,491 events have been added including all the Corporation's storytimes, digital literacy training and regular group activities (most of which do not require bookings). Over \$12,000 in ticket sales has been processed so far.



The ERLC team were trained before the go-live date and were ready to assist members of the public with the transition. The community is embracing the ability to manage their own booking experience, find events they love and submit event feedback.

Since its release additional features have been added including an array of new data analytics tools that will enable ERLC to review, evaluate and compare events with much greater accuracy.

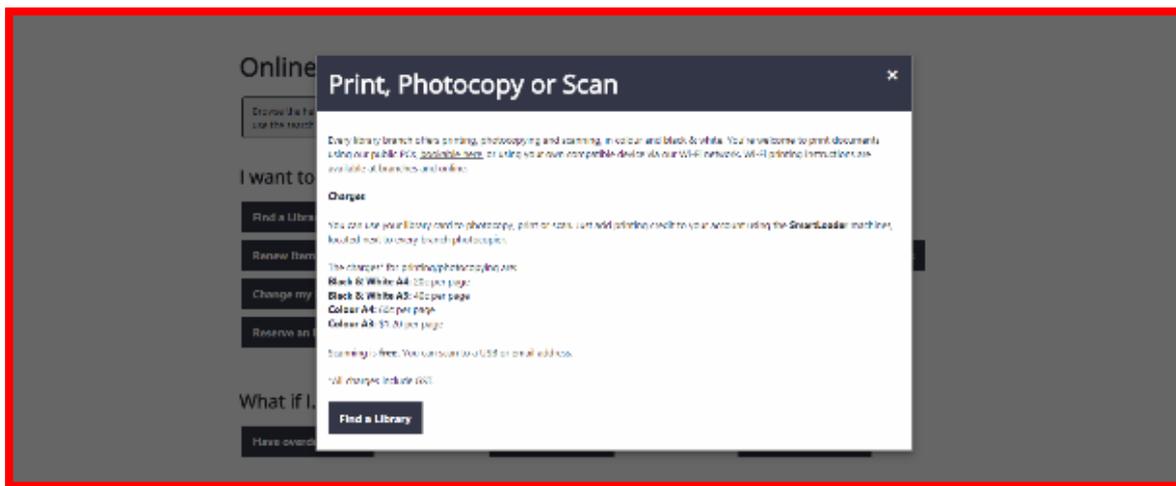
This system will serve as the backbone of event programming as the library expands its reach into the community through engaging activities.

### Website Improvements

The technology team worked on improving the website's [Help page](#) as the original did not adequately assist visitors in their experience of our website. A new system was designed to provide answers to questions in an accessible format. Sections were based on the following headings:

- I want to....
- What if I...
- Learn more about...

Visitors simply click on the button that relates to what they would like to discover and are presented with instructions. They are also able to search the entire site to find answers. The search functionality, sign up experience, password reset ability, Wi-Fi Connect login service and online resources pages are now tailored to exceed the needs of library members.



In the early months of the year ERLC's website and countless attached services were migrated from one hosting provider to another.

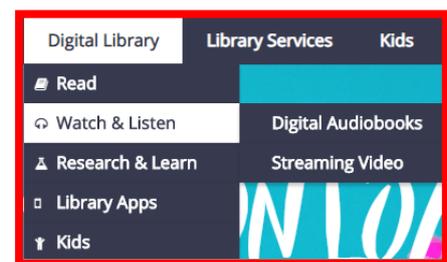
The purpose of this migration was to increase the site's speed, storage and backup capabilities and to enable it to scale as more services are attached. In 2018 several more key services will become dependent on this platform.

The migration process was completely free and there was no downtime. The cost of ERLC's website hosting is now down to less than \$250 a year, which includes automated backups, the hosting of several sister sites, our Wi-Fi Connect system as well as our third party API platform.

More than 10,000 people a day access services dependent on this system, which is based on cPanel. It is extremely portable, giving us the flexibility to seamlessly move our services between providers to ensure the highest levels of security and performance.

### Website Mega Menus

The team also worked hard to bring *Mega Menu* functionality to the website. The purpose of this revised menu layout was to make our online resources more accessible based on common visitor requirements. The menu allows seamless sorting and filtering of ERLC's vast collection of resources and has been positively accepted.



### Website Page Builder



The Elementor Pro page builder was recently integrated with our website, and was enabled by a suite of related WordPress core improvements. The page builder allows content to be created using an effortless drag and drop editor that works directly from our website’s public view.

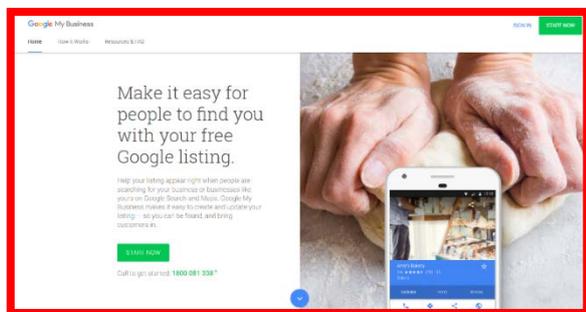
This allows the team to create engaging topical/seasonal pages with relative ease! Most pages have been upgraded to utilise this new system with the rest to follow in the weeks ahead. The first seasonal page to make its debut showcased our Science Week programs. The Elementor Pro builder is the most accessible page builder on the market and enables the Corporation to draw content input from a broader selection of the staff.

### Email Newsletter Upgrades

As part of our ongoing website development agenda the website has gained a series of security and performance improvements. Our 84,597 subscriber email newsletter is now completely integrated with the website, at no cost, and two-factor authentication is now standard for all site administrators.

All library members automatically receive the monthly email newsletter and it has proven to be incredibly effective at promoting events and services.

The migration process was managed in-house and the ongoing costs associated with the email newsletter have shrunk to just \$19 each month. Our email delivery partner is SendGrid, who provide industry leading tools to ensure messages reach their destination.



### Google My Business

The Google My Business platform has exploded in popularity with more members than ever relying on its Google Search & Maps integrations to find branches. Content contributed to the platform is deeply embedded in various external resources and the team now makes a special effort to ensure it is maintained.

### Dementia Resources Library Migration

In late 2017 ERLC took over the management and hosting of the Dementia Resources Library (DRL) library management system.

This platform was originally managed by the Brotherhood of St Laurence and required the cost of an external provider for management. It is now included in our suite of hosted services at no additional cost.



It is an instance of the Koha open source library management system, which gives ERLC the opportunity to explore its features, and its suitability as a future library management system for our entire collection.



## *Print System Upgrade*

In early 2018 the provider of ERLC's new public document printing service was finalised and the upgraded service started its rollout. While some components of the system remained the same, certain aspects were completely redeveloped to improve the experience for members. This includes the ability for members and employees to print documents privately by logging in with their library card.

The updated system includes a range of significant improvements such as:

- Secure, private printing from public PCs & Wi-Fi
- Several usability improvements to make the system more accessible
- Removal of the magnetic strip dependency, migration to barcode only
- Freedom to buy library cards from any supplier
- Acceptance of new \$5 & \$10 notes



### *Public PCs Refreshed Image*

An upgraded version of our Public PC software was successfully rolled out to all branch devices in early 2018. The new version included several usability updates to the machines along with software improvements for most bundled apps.

Perhaps most importantly it addresses the slowness experienced by members through part of 2017. The slowness was primarily caused by Windows 10 updates which were being installed over and over again due to the 'frozen' nature of the PCs. This has been addressed by having the PCs turn on overnight, install their updates and then switch themselves off. The aim is to refresh the PC image every six months to ensure the devices are ready to meet members' increasing demands.

By June 2018 the team had audited the way the public PCs are being managed and identified key areas for improvement. The IT team is trialling a new Active Directory based method of securing the devices instead of using Deep Freeze, which will address the extended reboot times often experienced. Additionally, the entire PC booking system is scheduled for replacement in favour of something that will handle a great deal more than what's currently on offer. This is in its development stages but promises to greatly increase the value attained from the Corporation's PC assets.

### *Realm's 100MB Fibre Internet Upgrade*

The library at Realm had its new fibre internet connection activated in mid-February. The connection is three times faster than the old one, coming in at 100MB/100MB, which will result in a better experience for all members, including the CoderDojo groups who depend on it.



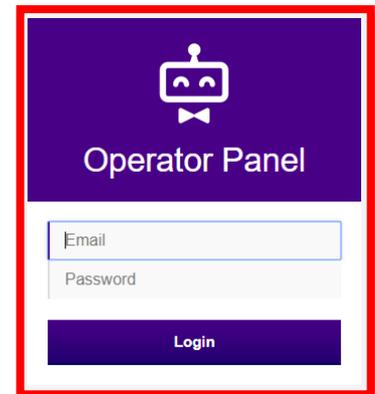
This was the final connection upgrade as part of ERLC's region-wide network connectivity improvement project.

### *Mobile Phones & Broadband*

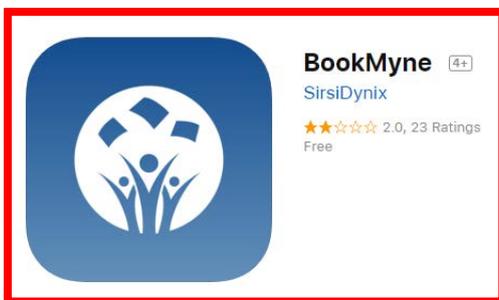
The organisation has consolidated its mobile phone and broadband solutions to one provider, Telstra. This has resulted in significant savings in cost, but also in a much more stable and simple communications system. Previously services had been distributed between three providers making management of assets complex and time consuming. Devices are now visible in a unified portal with a single invoice issued monthly.

### *Online Support Ticketing System*

The SupportPal online ticketing platform has been incorporated as a subdomain at support.yourlibrary.com.au. The purpose of this system is to funnel customer support requests into a single, organised, multi-user platform, as opposed to email. Staff are able to log in and view pending support tickets, read a ticket's full history, set up automated responses and much more. Currently only website requests are using this new system however there is scope to further incorporate other communication touchpoints.



### *Library App Refresh*



The IT team commenced a review of our mobile app. The current app is quite dated and its provider is ending support in the months ahead. A new app will be chosen or developed that will deliver a far superior experience for members enabling them to access library resources in a brand new way. This project is in its early stages and is scheduled for a 2019 release.

### *Nextcloud Online Storage & Youth Services Bluetooth Speakers*

An instance of Nextcloud, the world's leading open source file storage platform, has been set up at cloud.yourlibrary.com.au.

The initial purpose of this solution is to build an online music library that the Youth Services Team can access remotely and broadcast. The associated mobile app works on branch hardware and allows offline streaming directly to a wireless Bluetooth speaker.

This centralised music store is just the beginning as the free Nextcloud platform will soon host the Corporation's policies, procedures and much more. It is accessible using a web browser on any device, as an app on mobiles, and it can be mapped directly as a network drive in Windows 10.



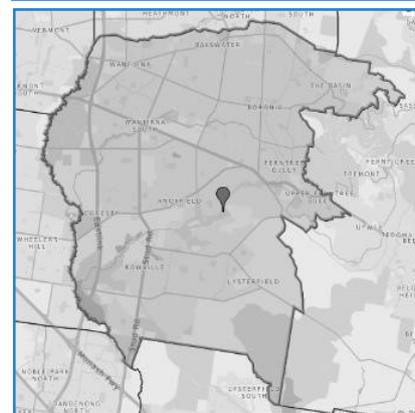
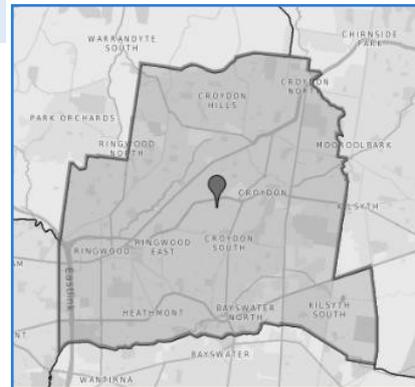
# OPERATIONAL REPORT

## About ERLC

### Member Councils

Eastern Regional Libraries Corporation 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. There is a diverse range of communities with a combined population of 411,788, as follows:

Municipality	Population	Area
Knox	154,653	113.8 km <sup>2</sup>
Maroondah	108,104	61.4 km <sup>2</sup>
Yarra Ranges	149,031	2,500 km <sup>2</sup>



### Governance

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 1989, 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 his Corporate Management Team.



## Our Board

 <b>Cr Peter Lockwood</b> Knox City Council	 <b>Cr Marijke Graham</b> Maroondah City Council	 <b>Cr Noel Cliff</b> Yarra Ranges Council
 <b>Cr John Mortimore</b> Knox City Council	 <b>Cr Kylie Spears</b> Maroondah City Council	 <b>Cr Len Cox</b> Yarra Ranges Council

**Board Membership Changes**

Knox	Crs Lockwood and Mortimore replaced Crs Gill and Holland on 1 Nov 2017.
Maroondah	Cr Graham replaced Cr Macdonald on 27 November 2017.
Yarra Ranges	No change

The Board met four times during 2017/18 and with the assistance of its Corporate Management Team met all of its statutory deadlines. The number of meetings and attendances were as follows:

Councillor	Council	Maximum possible number of meetings to attend	Number of meetings attended
Cr Gill	Knox	2	2
Cr Holland	Knox	2	2
Cr Lockwood	Knox	2	2
Cr Mortimore	Knox	2	2
Cr Macdonald	Maroondah	2	2
Cr Spears	Maroondah	4	4
Cr Graham	Maroondah	2	2
Cr Cliff	Yarra Ranges	4	-
Cr Cox	Yarra Ranges	4	3

## Board Achievements

Regional Library Agreement & Statutory Requirements Met (Local Government Act 1989)

Four quarterly meetings (includes Corporate and Financial reports)  
Annual Report 2016/17  
Budget 2018/19  
Corporate Plan 2017–2021

Policies & Strategies Adopted

Terms & Conditions: Library Events  
Victorian Reportable Conduct Scheme  
Technology Resources - Terms & Conditions of Use Policy  
Gifts Received / Deductible Gift Recipient Policy  
Closed Circuit Television Policy

Board Initiatives

Submission to the Local Government Bill

## Annual Survey

Respondents who had recently used one of our branch libraries were asked to think about the performance of their branch in providing these services using a scale from 1 to 10, where 1 represented “Very Poor” and 10 “Excellent”. Mean scores were calculated for each service, removing the “Don’t know” responses.

As we can see from our survey results, our staff continue to deliver highly regarded and rated services to our users. Our staff over the last five years has rated over 8 out of 10 in the key areas of courtesy, helpfulness, knowledge, reference, and information services.

Metric	2017	2016	2015	2014
Staff courtesy and helpfulness	8.37	8.55	8.61	8.53
Staff knowledge	8.28	8.54	8.61	8.38
Reference and Information services	8.09	8.18	8.2	8.19

People who had visited a named public library branch within the last 12 months were asked to rate their satisfaction with the overall service provided. This was elicited using a 10-point scale similar to what was used for Importance, but with the options from 1 “Not at All Satisfied” to 10 “Very Satisfied”.

Our rating this year is 8.4, above the 8.26 score recorded in 2015, with 77% of respondents rating satisfaction with the overall service provided at a score of 8 or higher.

## LEGISLATIVE COMPLIANCE

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### *Protected Disclosure Act 2012*

The Protected Disclosure Act 2012 (the Act) facilitates the disclosure of corrupt or improper conduct. It also provides protection to people who disclose this information. Eastern Regional Libraries Corporation (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.

### *Disclosures during 2017/18*

The Corporation has not received any disclosures directly nor has it received any referrals from the Ombudsman or IBAC for the year ended 30 June 2018.

### *Freedom of Information*

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

### *Requests during 2017/18*

The Corporation did not receive any FOI requests for the year ended 30 June 2018.

### *Information Privacy Act*

The Information Privacy Act and Health Records Act 2001 are designed to protect the private information of individuals. The Corporation has a Privacy Policy available through its library branches and website.

### *Complaints during 2017/18*

The Corporation did not receive any complaints for the year ended 30 June 2018.

### *Equal Opportunity*

ERLC is committed to the principles of Equal Opportunity and we believe that our staff, volunteers, customers 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.



## FACTS & FIGURES REPORT

### Branch Services

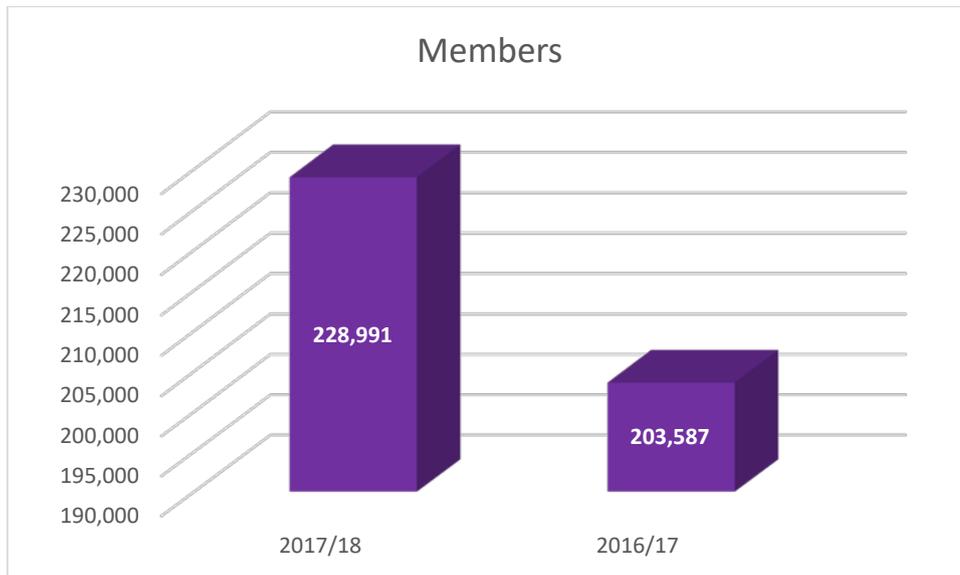
	Members		Visits		Loans	
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17
Bayswater	5,704	4,661	79,747	76,586	92,937	82,865
Boronia	10,381	9,834	97,766	103,557	191,634	193,015
Ferntree Gully	8,500	7,758	98,552	94,409	169,799	164,217
Knox	29,248	27,368	240,031	251,482	461,916	453,104
Knox Outreach	948	1,003	4,821	5,701	14,774	17,322
Rowville	18,305	16,628	215,718	177,803	264,760	254,112
<b>Knox Total</b>	<b>73,086</b>	67,252	<b>736,634</b>	709,537	<b>1,195,820</b>	1,164,635
Croydon	25,782	24,226	284,799	301,175	545,725	536,469
Realm	40,185	30,974	535,814	485,036	393,570	370,918
<b>Maroondah Total</b>	<b>65,967</b>	55,200	<b>820,613</b>	786,211	<b>939,295</b>	907,387
Belgrave	12,052	10,949	128,924	134,393	190,702	186,269
Flexi Vehicle	2,488	2,563	5,591	5,772	19,922	18,021
Healesville	6,182	5,856	72,226	77,145	101,277	98,565
Lilydale	14,094	13,151	116,237	112,634	173,085	206,663
Monbulk	462	385	6,612	10,349	22,518	20,698
Montrose	3,612	3,316	31,717	2,935	51,110	8,021
Mooroolbark	9,455	8,524	92,431	92,556	186,772	180,089
Mount Evelyn	1,955	2,095	10,652	17,390	36,344	28,172
Yarra Glen	42	40	1,824	1,906	6,200	5,718
Yarra Junction	8,511	7,978	75,061	76,986	157,493	158,861
<b>Yarra Ranges Total</b>	<b>58,853</b>	54,857	<b>541,275</b>	532,066	<b>945,423</b>	911,077
Administration	518	618			11,178	9,807
eLibrary	30,567	25,660			494,816	396,654
<b>Regional Totals</b>	<b>228,991</b>	203,587	<b>2,098,522</b>	2,027,814	<b>3,586,532</b>	3,389,560
<b>Variance</b>	25,404		70,708		196,972	

## Information Services

	Info. queries		Internet PC sessions		WiFi Clients	
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17
Bayswater	8,554	8,991	6,079	6,845	20,778	20,710
Boronia	12,985	10,799	10,629	10,820	11,407	12,878
Ferntree Gully	12,009	11,492	9,827	8,697	9,636	5,074
Knox	49,045	38,322	26,962	26,186	40,482	42,153
Knox Outreach	1,120	1,715				
Rowville	12,663	12,534	18,042	17,173	45,946	19,697
<b>Knox Total</b>	<b>96,376</b>	83,853	<b>71,539</b>	69,721	<b>128,249</b>	100,512
Croydon	32,128	34,142	22,378	22,609	31,584	29,615
Realm	36,201	31,392	43,823	37,434	134,968	117,699
<b>Maroondah Total</b>	<b>68,329</b>	65,534	<b>66,201</b>	60,043	<b>166,552</b>	147,314
Belgrave	14,129	13,374	5,700	6,555	28,255	21,146
Healesville	8,009	9,549	5,164	5,384	12,517	11,542
Lilydale	14,581	17,107	7,810	7,468	16,253	16,312
Monbulk						
Montrose	4,003	358	847	38	7,598	223
Mooroolbark	10,284	12,587	6,579	6,441	13,894	12,571
Mount Evelyn			1,605	1,275	10,726	11,447
Flexi Vehicle	271	386				
Yarra Glen						
Yarra Junction	11,786	11,332	5,318	5,174	17,700	16,535
<b>Yarra Ranges Total</b>	<b>63,063</b>	64,693	<b>33,023</b>	32,335	<b>106,943</b>	89,776
Administration	218	863				
<b>Regional Totals</b>	<b>227,986</b>	214,943	<b>170,763</b>	162,099	<b>401,744</b>	337,602
<b>Variance to P/Y</b>	13,043		8,664		64,142	

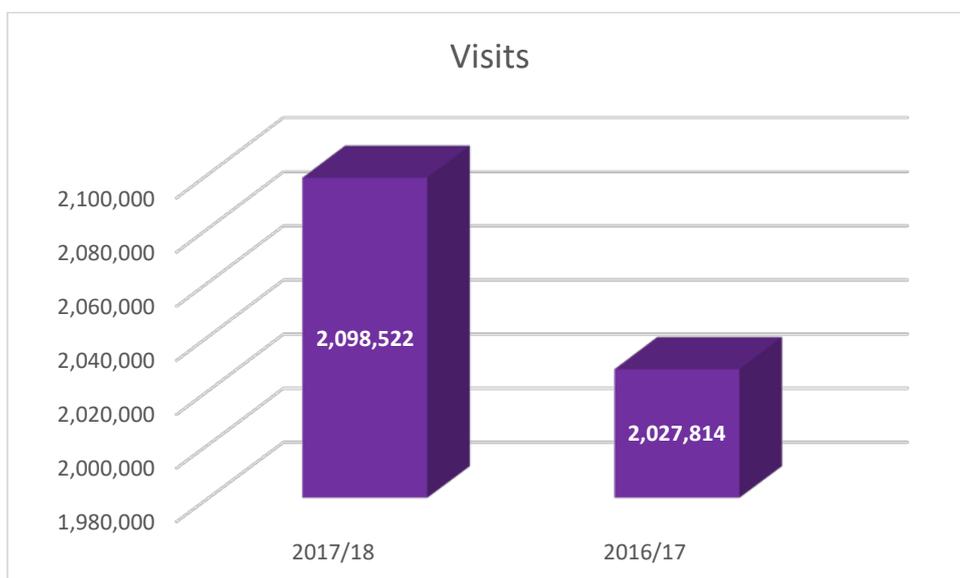
### Memberships

Memberships are up by 25,404 (12%). This is mainly due to our schools membership program and the reintroduction of the requirement to be a member to use our WiFi facilities.



### Visits

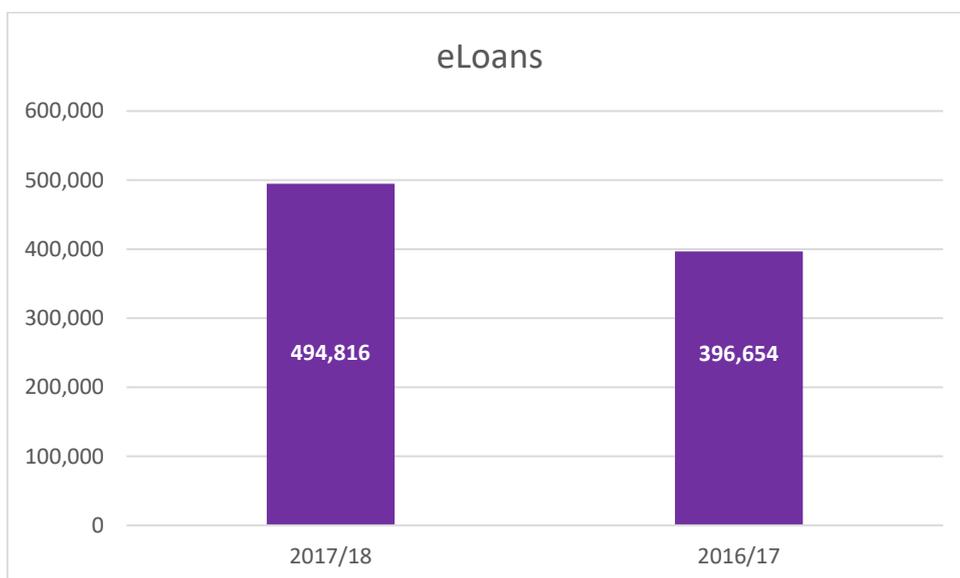
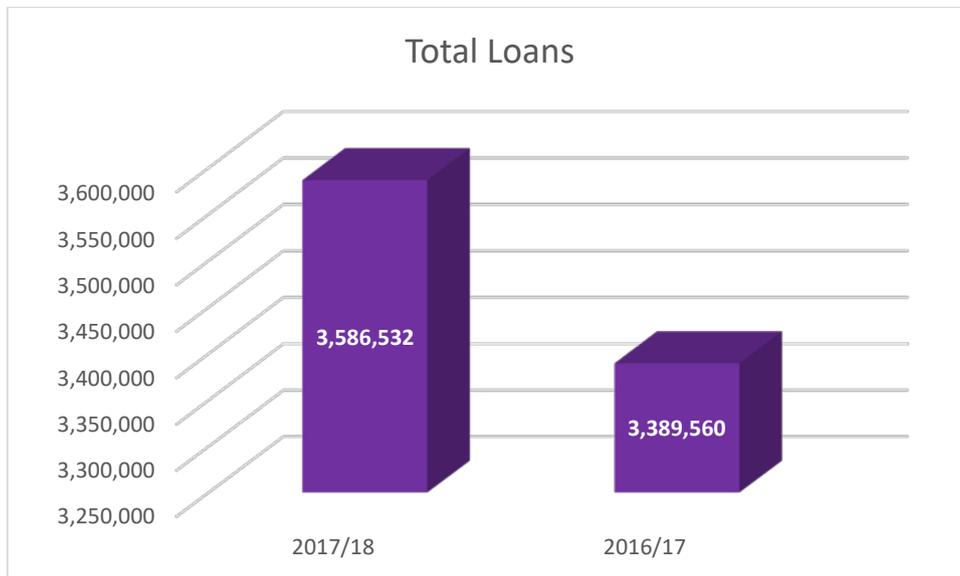
Visits have increased by 70,708 (3%).



## Loans

Physical loans of items are up by 5% (196,972). This is in part due to providing automatic renewals to members to help them avoid having to pay fines.

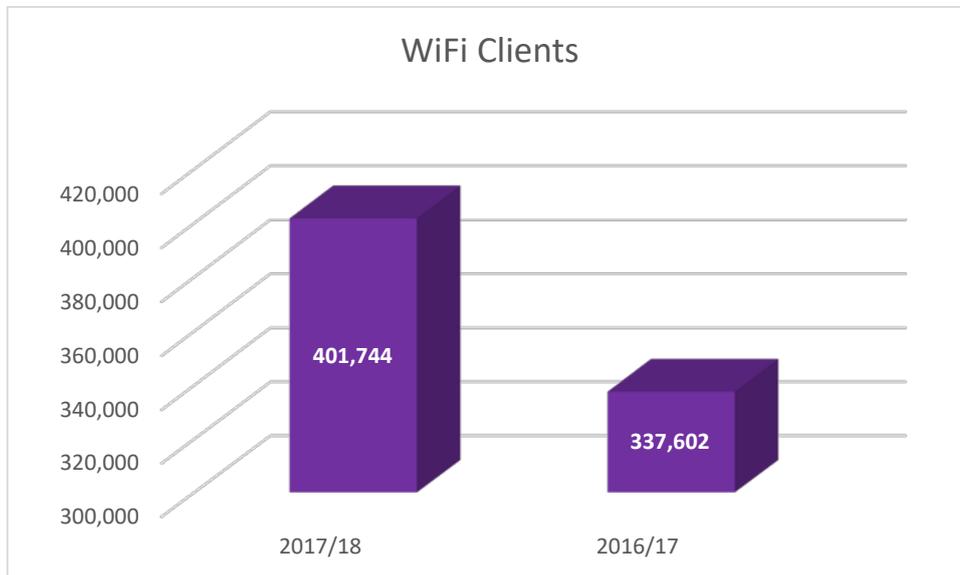
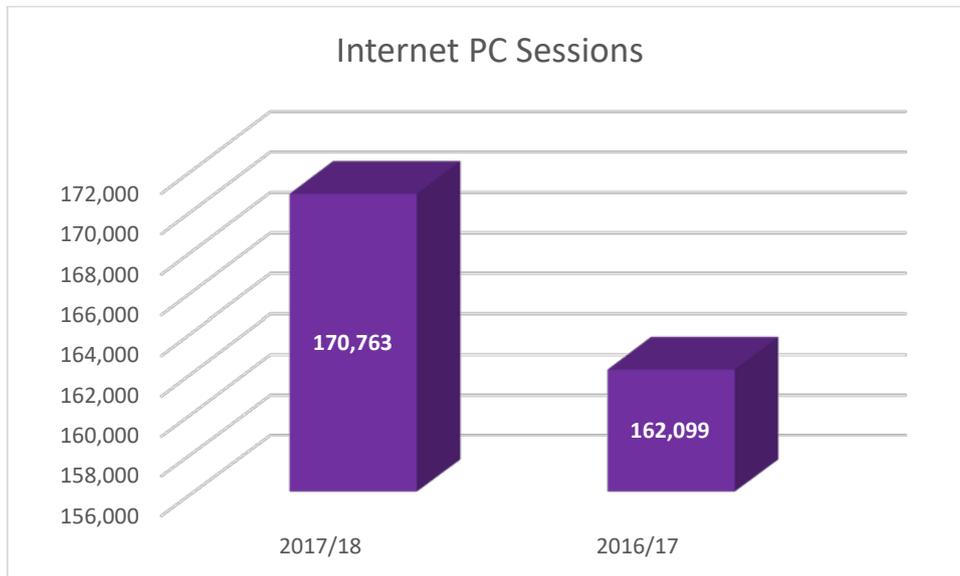
However, almost half of the total increase is in eLoans of 98,162 (24%)



*PC & WiFi Sessions*

PC Sessions are up by 8,664 (5%).

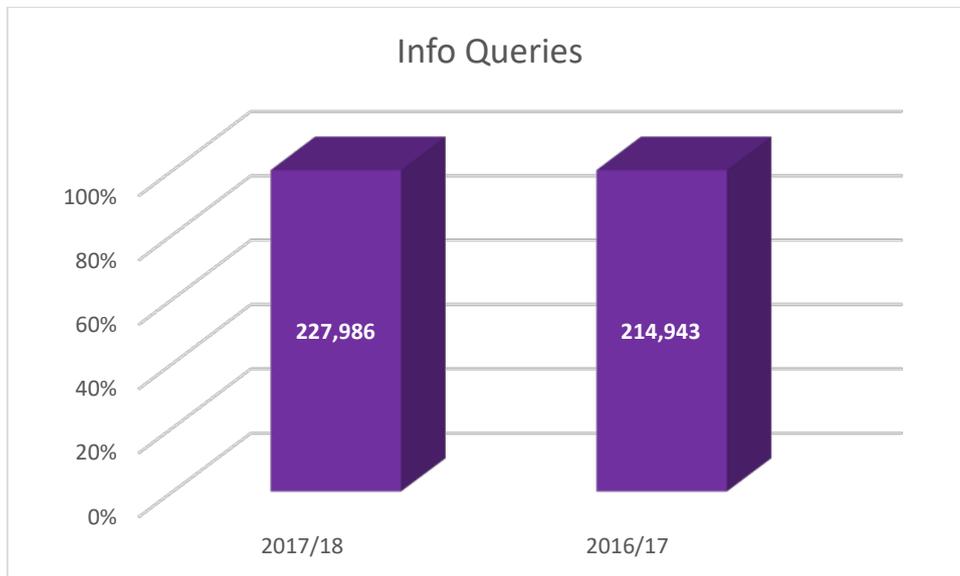
WiFi sessions continue to grow with an increase of 19% (64,142). This is mainly due to more people bringing their 'smart' devices to our libraries and availing of the reliable and fast internet.



## Information Queries

Queries are up by 6% (13,043).

While people are no longer coming to the library expecting staff to find answers for them, they are increasingly asking staff how to find or access information online – a subtle but substantive difference.



*The staff at Yarra Junction Library were such a wonderful help and wealth of information on the both times we visited.*

*We are travelling around Australia and have visited many libraries and this one in particular has been a truly wonderful experience! The staff deserve a massive pat on the back!*

*Thank You. KY Palm beach QLD*

## EMPLOYEE REPORT

### ERLC Staffing Statistics

Number of employee (including CE)	132*
Years of Employment Average	15.64
Longest Years of Employment	39 years
Average Age	50.3 years
Average Retirement Age	62 years
Oldest Staff	68 years
Youngest Staff	19 years
60 – 69 years*	29
50 – 59 years*	46
40 – 49 years	25
30 – 39 years	15
20 -29 years	14
10 – 19 years	3
Number Females	117
Number Males	15
Full time	46
Part time	64
Casual	22

\*With 56 % of our staff 50 years and above ERLC will be engaging in a “Plan for the Future Training Seminar” in the first quarter of 2018/19 based on the successful Maroondah City Council Model.

### Employee Movements

<b>Resignations</b>	<b>Permanent Appointments</b>	<b>48/52 or 50/52</b>
8	1	5
	<b>Temporary</b>	
	3	
	<b>Casual</b>	
	10	
<b>Regional Work Cover</b>	<b>Study Leave</b>	<b>Maternity Leave</b>
2	4	2
<b>Non Work Related</b>		
2		
<b>TAC</b>		
1		

### Recognition of Service

Congratulations to our employees that have or will have reached a service milestone during the year. Presentations were made at the Staff Christmas Function.

<b>Years</b>	<b>40</b>	<b>30</b>	<b>20</b>	<b>15</b>	<b>10</b>
No of Employees	1	3	7	6	10

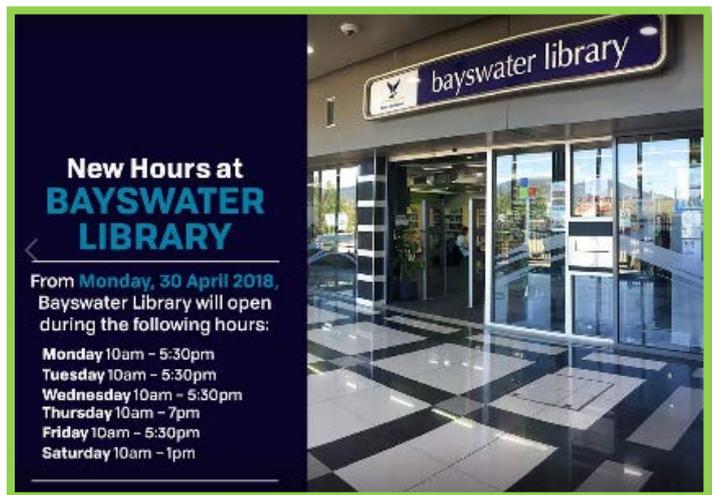
## Opening Hours

- ★ From Monday 24 July 2017 Ferntree Gully Community Library has new opening hours Monday to Friday from 9.00 am.
- ★ From Friday 29 September 2017 Realm Library will be offering the following Public Holiday Opening Hours 10.00 am - 5.00 pm:

- √ Australia Day, Labour Day, Easter Saturday, Easter Monday, Queens' Birthday, AFL Grand Final Day and Melbourne Cup Day
- √ First Public Holiday Opening - AFL Grand Final Day on 29 September

The first Public Holiday opening at Realm was successful with 1,041 visits, 73 PC Sessions and 288 WiFi sessions and further public holiday openings have seen these figures increase.

- ★ From Monday 30 April Bayswater Community Library is now open extra hours on Monday and Thursday mornings, creating consistent opening hours across the week.



## Enterprise Agreement

After long and detailed discussion with our enterprise bargaining team the agreed in principle Enterprise Agreement No. 9 2017-2020 (the Agreement) was successfully put to the vote.

The Agreement is based around an increase in salaries of 2% per annum for each of the three years ended 30 June 2020.

Of the 130 staff eligible to vote, 105 votes were received. Over 98% voted in favour of the Agreement.

The Agreement has been signed off by both the ASU and ERLC and lodged (given a case number) with the Fair Work Commission.

At this stage the prediction is that our Enterprise Agreement will be in the Fair Work system for some considerable time before ratification.

In the interim all the terms and conditions of the Agreement will be honoured by the Corporation.



## Employee Training

### *Managers Training Day*

Managers and Team Leaders attended an in-house training day in September 2017. It was a great opportunity to provide 'snapshots' of ERLC's direction, upcoming training and new areas of interest to include in Branch Action Plans for 2018. Topics included:

- **STEAM** - Understanding the key components
- **Customer Service Refresher** - Making every visit count
- **Plan for the future** - our future staffing needs - ERLC working with Maroondah Council
- **Book Covers** – let them tell their story

### *Working with people with challenging behaviours – All Staff*

Libraries have changed considerably over time as they adapt to the current trends in society and respond to community needs. Within our own region there is increased homelessness, fewer and limited services for people with a mental illness, and in many cases a greater sense of isolation.

Libraries are one of the few public spaces that are still free and comfortable. It makes sense that many of the vulnerable people in our communities use libraries as a place to rest and socialise.

ERLC is very aware of the number of incidents occurring at the branches involving people who challenge or react to our services. Employees need to develop an understanding of: age related illnesses (e.g. dementia); and "challenging behaviours" brought on by drugs, alcohol, mental illness, or homelessness.

This training program assisted our employees: in recognising and responding appropriately to challenging customer interactions; to develop skills to diffuse challenging behaviour; and to present a united and consistent response in these situations.

In addition, it provided an opportunity for our employees to reflect on techniques that assist them to maintain a proactive and positive mindset in their working environment.

Melanie received this card at Croydon from a very appreciative little girl whom she helped on the computer (the little girl's cat had gone missing & she needed help making a "lost" notice).

Luckily the cat turned up when the family got home but Mel's wonderful attitude and great customer service skills made a big impression.



Dear melanie  
thank you for helping  
us with the computer  
yesterday  
we found our cat  
and will be in the  
library soon again.

### *Youth Services Librarians' (YSLs) Training*

A significant focus over the latter part of the year has been to create opportunities and build confidence for YSLs to run STEAM activities within their branches.

A folder with a collection of STEAM craft activities has been created, in addition to a guide for to how access and contribute ideas. This will help increase the sharing of ideas and information between staff to create more activities.

STEAM technology training sessions for YSLs have also started, and have so far included sessions on Hour of Code, Ozobots, LittleBits and Mario Maker. This has involved hands on time for the YSLs with and the technology, as well as being provided with instructions and activity guides.

### *Weekly Helpful Hints on Intranet*

A new initiative to keep staff up-to-date with the constant changes happening within the organisation. A weekly Helpful Hint is posted on the intranet. A rotating roster was setup covering various departments within the organisation to ensure the helpful hints are diverse. It goes out each Monday.

### *NDIS Seminar (2 employees)*

The seminar provided the opportunity to explore the basic digital literacy support services ERLC might offer to members in regard to myGov and other online services.

This area has been identified as a future high demand service, and the Training Group is exploring ways to ensure our staff are trained within our professional expertise/boundaries.

### *LGBTI Awareness Training – provided by La Trobe University*

The session covered:

- Why do we need training on LGBTI issues?
- Understanding terminology and language
- Assessing your organisations current practices regarding LGBTI inclusion
- Practical ways to demonstrate and deliver an LGBTI inclusive service

ERLC will establish a working group to look at the issues this session raised, but also in the broader context of access to all marginalised groups e.g. people dealing with autism, family violence, homelessness, etc.

### *Farewell*

After more than 20 years delivering fabulous storytimes to children in branches and through the flexi service Bec Munro departed ERL in a panda-themed way.



*Other Training*

Training Area	Title	No. of staff
Children	Quality of Story times	18
Children	AMAZE Storytime with employees at Whitehorse Manningham Library Service	12
Children	Storytime	3
Children	SLV Literacy Training	14
Children	Jump Start Digital Literacy On-line	6
Children	SLV Literacy Training	14
Collections	Collections HQ	20
Customer Service	Membership , Workflows and Policies	All
Customer Service	New information videos produced in house for Kanopy and Overdrive	All
Customer Service	WWW.Help	All
Customer Service	Membership , Workflows and Policies	All
Customer Service	New print system	All
Customer Service	LGBTI Awareness	22
General	Creative Libraries - SLV	6
IT	2018 PLVN ICT Management Unconference	1
New Casuals	Learning ERLC	10
New Events Calendar	Training in booking system	110
OH&S	First 5 Minutes – on line training module	125
On line research	Victorian Family History Research	6
Policies	Knowledge of Electronics, Communications & Social Media Policies	All
STEAM	STEAM – Why Libraries - presented by Mad About Science	18
Technology	New Website and Wi-Fi Logins	90
Technology	WYSCOM Training	16



### *Policy Reviews*

Internal policy reviews included:

- Rostering Replacement Guidelines
- Allowances
- Membership Application and data input guidelines - guarantor recorded on database field
- Claims returned procedures
- Emergency Evacuation and Contingency Plan
- Weather – Fire Ready Guidelines
- Weather - Services on Knox Mobile and Yarra Ranges Flexi – Total Fire Bans, Fire Danger Rating and Extreme Weather Days
- ERLC Workplace Electrical Appliance Policy
- Purchased Leave
- Uniform Policy
- Social Media Policy
- Communications Policy

### *Occupational Health & Safety*

#### Work undertaken

- Workplace inspections: every branch completed
- Key Registers – audited
- Audit on all branch phones and capability to directly ring 000 checked
- Kitchen Audits: all branches completed
- Branch Emergency Evacuation procedures and Fire Drills undertaken
- Health and Wellbeing Folder – updated
- Hazard Register – updated
- Electrical tagging testing – completed December 2017
- First Aid Training
- Courier Access Directory Updated
- Flu Vaccination offered
- Branch Opening and Closing Procedures - reviewed
- Branch Emergency Folders reviewed



### Training: First 5 Minutes

To ensure we continue meeting all legislative obligations in OH&S Training we have continued to train staff via an online training module called the First 5 Minutes. All employees have been registered to participate in this online training – it is compulsory. The training covers Fire Evacuation, Extinguishers and the use of other installed fire protection equipment. Employees are notified by email with the login address, their user name and a system generated password. The training is self-paced, interactive and takes 15 minutes.

### *Employee Assistance Program*

- 4: Access has been for home/work issues, but no particular hot spots were noted. The cases were managed by telephone consultation with no further action required
- 1: Session was provided on Resume Writing
- 2: Manager contacts on dealing with employee issues

### *Courier Services*

Star Track Express (a division of Australia Post) has been appointed as our courier services provider. Since Monday 5 February 2018 we have been working with Star Track to ensure we continue to provide our seamless inter-branches service.

### *2017 CFA Fire Awareness Awards*

Sue Wootton's Storytime Sessions in partnership with Ferntree Gully CFA were chosen as a finalist in this year's awards!

Unfortunately, we didn't win but it was excellent recognition of Sue's achievements (with her side kick Rusty Arnold – the bear).



### *Annual Staff Development and Appraisal Program*

Our program this year was again based on the "Performance Conversation" model.

The performance conversation is a two-way process. It gives the opportunity for all parties to give feedback on what they see as their strengths and what they could start or keep doing to further support the team members and the team.

## BRANCH NEWS & REDEVELOPMENTS

### Rowville Community Library

After consulting with an interior designer, Rowville Community Library was closed for two days to reorganise the shelving and create a second meeting space in the room at the back of the library.

The new shelving arrangement occupies a smaller footprint, allowing for a permanent study space for at least 20 people. In addition, the 'old' meeting room has been reclaimed and can again be used for storytimes, regular activities, and special events or opened up to provide extra study space.

Since the shelves were rearranged loans have increased by over 10,000 for the year.



*The new arrangement is working so well, we are all really pleased with it and the public seem to be loving it.*

*People everywhere!*

*We love the new arrangement of shelving and having the 'old' meeting room back. As are the different groups that regularly use the library.*

*We have noticed a difference already with the numbers attending the Chinese Friendship group on Thursdays as they can now fit more people into the bigger room*

*Linda, Manager, Rowville*

## FINANCIAL REPORT SUMMARY

Our Annual Financial Report for the year ended 30 June 2018 follows after this executive summary.

### Income

Total income of \$13.4m is made up as follows:

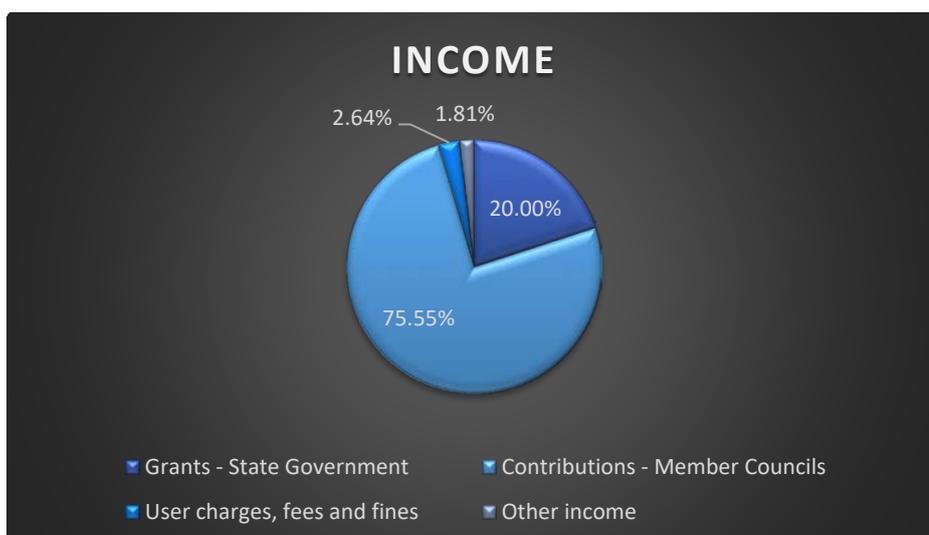
Income	2018	2017	2016	2015	2014
	<i>\$000s</i>	<i>\$000s</i>	<i>\$000s</i>	<i>\$000s</i>	<i>\$000s</i>
Grants - State Government	2,692	2,652	2,618	2,558	2,540
Contributions - Member Councils	10,171	9,975	10,018	9,749	8,791
User charges, fees and fines	356	423	426	440	455
Other income	244	240	287	343	331
<b>Total income</b>	<b>13,463</b>	<b>13,290</b>	<b>13,349</b>	<b>13,090</b>	<b>12,117</b>

As can be seen from the graph below, our Member Councils contribute over 75% directly to the total cost of running the Corporation.

This is before the Member Councils' other indirect costs are taken into account (i.e. cost of leasing, building maintenance, etc.).

The Corporation generates 4.5% of its income through user charges and investment income.

The State Government only contributes 20% to our highly valued community service.



**State Government Grants**

Our Public Library Grant increase for 2017/18 was only 1.5% overall.

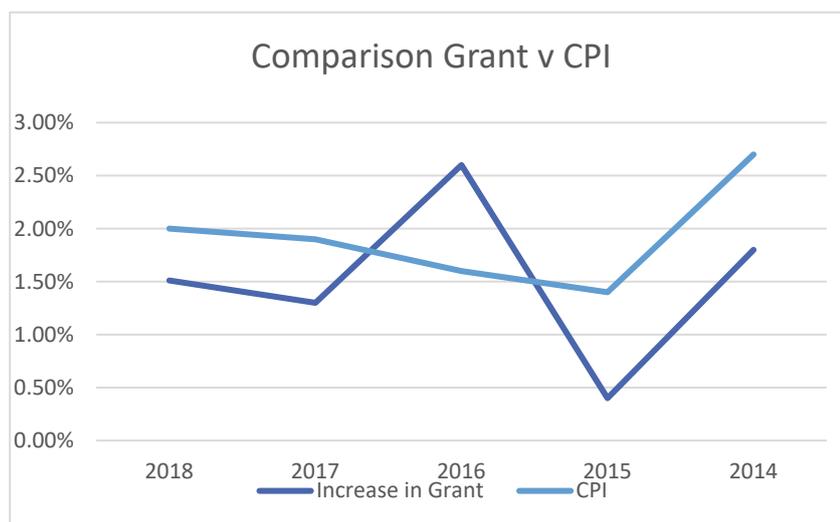
Knox, Maroondah and Yarra Ranges received 1.31%, 1.86% and 1.44% respectively.

State Government Public Library Grant	2018	2017	2016	2015	2014
Knox	\$969,389	\$956,898	\$947,092	\$925,895	\$925,895
Maroondah	\$719,059	\$705,957	\$692,983	\$672,802	\$663,014
Yarra Ranges	\$944,581	\$931,129	\$919,312	\$895,350	\$895,350
<b>Total</b>	<b>\$2,633,029</b>	<b>\$2,593,984</b>	<b>\$2,559,387</b>	<b>\$2,494,047</b>	<b>\$2,484,259</b>

This represents a further decline in real dollar terms of the level of support from the State Government.

State Government Public Library Grant	2018	2017	2016	2015	2014
Total	\$2,633,029	\$2,593,984	\$2,559,387	\$2,494,047	\$2,484,259
Increase in Grant	1.51%	1.30%	2.60%	0.40%	1.80%
CPI	2.00%	1.90%	1.60%	1.40%	2.70%

When compared to CPI for these years this level of increase represents a decline in real dollar support for our communities.



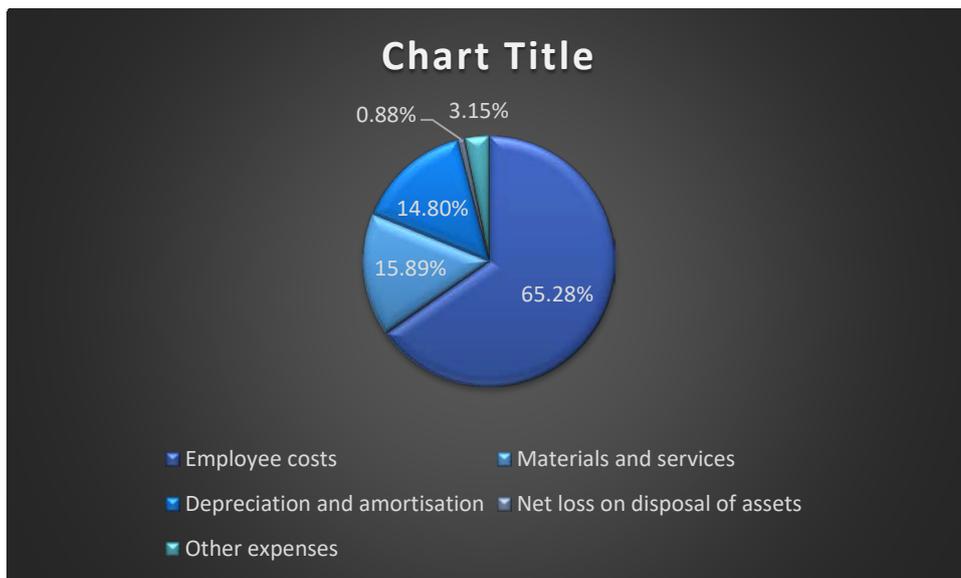
## Expenses

Total Expenses of \$12.2m are made up as follows:

Expenses	2018	2017	2016	2015	2014
	\$000s	\$000s	\$000s	\$000s	\$000s
Employee costs	7,997	8,080	8,354	8,211	8,117
Materials and services	1,946	1,904	1,750	1,762	1,714
Depreciation and amortisation	1,813	1,938	1,798	1,634	1,509
Net loss on disposal of assets	108	324	357	275	241
Other expenses	386	386	487	476	513
<b>Total expenses</b>	<b>12,250</b>	<b>12,632</b>	<b>12,746</b>	<b>12,358</b>	<b>12,094</b>

Employee costs remain the highest expense factor for the Corporation, making up 65% of total expenses.

There is an overall reduction in employee costs due to vacant positions not filled until a staff restructure is finalised. This in addition to a reduction in staff numbers, lower sick leave, training time and WorkCover premiums, has led to lower than budgeted employee costs.



## Balance Sheet

The Balance Sheet is in a healthy position with Current Assets (\$8.9m) greater than Current Liabilities (\$2.2m). This means that the Corporation is in position to meet all its liabilities, statutory or otherwise, including all short and long term employee benefits, which stand at \$1.9m.

Current Assets includes Cash and Cash Equivalents of \$1.7m and Financial Assets of \$7.1m, which are short and longer term deposits with financial institutions.

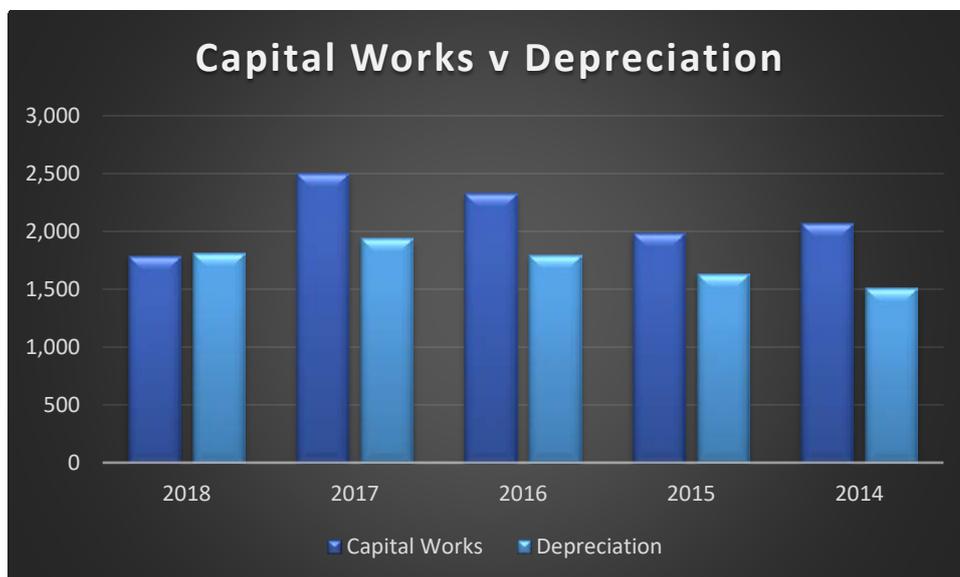
## Cash Flows

Cash Flows from operating activities (\$14.4m) were sufficient to meet payments (\$11.2m) during the year, and \$1.7m to meet capital expenditure on library materials. Cash at \$8.8m remains healthy at 30 June 2018.

## Capital Works

Total capital expenditure of \$1.7m including:

Capital Works	2018	2017	2016	2015	2014
	\$000s	\$000s	\$000s	\$000s	\$000s
Plant		41	-	-	-
F & E	140	843	94	26	21
Library Materials	1,647	1,616	2,231	1,960	2,050
<b>Total</b>	<b>1,787</b>	<b>2,500</b>	<b>2,325</b>	<b>1,986</b>	<b>2,071</b>



For the fourth year in a row the Corporation has maintained its investment in library materials (\$1.64m) above the write off for Depreciation (\$1.61m).

## Financial Summary

The Financial Report shows a surplus of \$1.2m. This better than budgeted outcome is mainly due to an overall reduction in employee costs due to vacant positions not filled until a staff restructure is finalised. This in addition to a reduction in staff numbers, lower sick leave, training time and WorkCover premiums, has led to lower than budgeted employee costs.

In addition, it is the result of the ongoing work to contain costs within the contributions provided by our Member Councils. For example, the Enterprise Agreement for the three years ending 30 June 2020 has a salary increase of 2% per annum which is in line with the rate capping environment faced by our Member Councils.

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

The Corporation will continue to review its expenditure to ensure best value outcomes for its Member Councils.

Cash Flows (\$14.4m) were sufficient to meet payments (\$11.2m) during the year, including \$1.7m for capital expenditure on library materials. This means that for the fourth year in a row the Corporation has maintained its investment in library materials (\$1.64M) above the write off for Depreciation (\$1.61M).

The Balance Sheet is in a healthy position with Current Assets (\$8.9m) greater than Current Liabilities (\$2.2m). This means that the Corporation is in position to meet all its liabilities, statutory or otherwise, including all short and long term employee benefits, which stand at \$1.9m.

Overall, the Corporation is a strong financial position to continue its library services on behalf of its Member Councils.





# **EASTERN REGIONAL LIBRARIES CORPORATION**

**ANNUAL FINANCIAL REPORT**

**FOR THE YEAR ENDED 30 JUNE 2018**

# EASTERN REGIONAL LIBRARIES CORPORATION

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# 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*, Australian Accounting Standards and other mandatory professional reporting requirements.



JOSEPH P CULLEN  
PRINCIPAL ACCOUNTING OFFICER

DATED AT SCORESBY ON THIS 23rd DAY OF AUGUST 2018

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 2018 and the financial position of the ERLC as at that date.

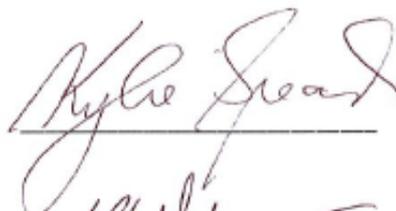
As at the date of signing, we are not aware of any circumstance which would render any particulars in the financial statements to be misleading or inaccurate.

We have been authorised by the Board of the Corporation and by the *Local Government (Planning and Reporting) Regulations 2014* to certify the financial statements in their final form.

CR LEN COX  
ERLC BOARD MEMBER



CR KYLIE SPEARS  
ERLC BOARD MEMBER



JOSEPH P CULLEN  
CHIEF EXECUTIVE OFFICER



DATED AT SCORESBY ON THIS 23rd DAY OF AUGUST 2018

## Independent Auditor's Report

### To the Board Members of Eastern Regional Library Corporation

<b>Opinion</b>	<p>I have audited the financial report of Eastern Regional Library Corporation (the corporation) which comprises the:</p> <ul style="list-style-type: none"> <li>• balance sheet as at 30 June 2018</li> <li>• comprehensive income statement for the year then ended</li> <li>• statement of changes in equity for the year then ended</li> <li>• statement of cash flows for the year then ended</li> <li>• notes to the financial statements, including significant accounting policies</li> <li>• certification of the financial statements.</li> </ul> <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2018 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of Part 6 of the <i>Local Government Act 1989</i> and applicable Australian Accounting Standards.</p>
<b>Basis for Opinion</b>	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. 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 <i>Code of Ethics for Professional Accountants</i> (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.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
<b>Board Members's responsibilities for the financial report</b>	<p>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 <i>Local Government Act 1989</i>, and for such internal control as the Board Members determine 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.</p> <p>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.</p>

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**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's 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.

---

MELBOURNE  
29 August 2018



Tim Loughnan  
as delegate for the Auditor-General of Victoria

## EASTERN REGIONAL LIBRARIES CORPORATION

### COMPREHENSIVE INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$'000s	2017 \$'000s
<b>Income</b>			
Grants - operating	2.1	2,692	2,652
Contributions - monetary	6.2(a)	10,171	9,975
User charges, fees and fines		356	423
Other income	2.3	<u>244</u>	<u>240</u>
<b>Total income</b>		<u>13,463</u>	<u>13,290</u>
<b>Expenses</b>			
Employee costs	3.1(a)	(7,997)	(8,080)
Materials and services	3.2	(1,946)	(1,904)
Depreciation and amortisation	3.3, 5.1	(1,813)	(1,938)
Net loss on disposal of plant, furniture, equipment and library materials	2.2	(108)	(324)
Other expenses	3.4	<u>(386)</u>	<u>(386)</u>
<b>Total expenses</b>		<u>(12,250)</u>	<u>(12,632)</u>
<b>Surplus for the year</b>		<u>1,213</u>	<u>658</u>
<b>Total comprehensive result</b>		<u><u>1,213</u></u>	<u><u>658</u></u>

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

## EASTERN REGIONAL LIBRARIES CORPORATION

### BALANCE SHEET AS AT 30 JUNE 2018

	Note	2018 \$'000s	2017 \$'000s
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	4.1(a)	1,751	2,259
Trade and other receivables	4.1(c)	44	122
Other financial assets	4.1(b)	7,150	4,600
Other assets	4.2(a)	32	58
<b>Total current assets</b>		<u>8,977</u>	<u>7,039</u>
<b>Non-current assets</b>			
Trade and other receivables	4.1(c)	8	8
Plant, furniture, equipment and library materials	5	5,421	6,147
Intangible assets	4.2(b)	2	4
<b>Total non-current assets</b>		<u>5,431</u>	<u>6,159</u>
<b>Total Assets</b>		<u>14,408</u>	<u>13,198</u>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	4.3(a)	275	260
Provisions	4.4(a)	1,942	1,966
<b>Total current liabilities</b>		<u>2,217</u>	<u>2,226</u>
<b>Non-current liabilities</b>			
Provisions	4.4(a)	39	33
<b>Total non-current liabilities</b>		<u>39</u>	<u>33</u>
<b>Total Liabilities</b>		<u>2,256</u>	<u>2,259</u>
<b>Net Assets</b>		<u>12,152</u>	<u>10,939</u>
<b>Equity</b>			
Members' equity based on initial contributions	4.6	3,689	3,689
Accumulated surplus		8,463	7,250
<b>Total Equity</b>		<u>12,152</u>	<u>10,939</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 YEAR ENDED 30 JUNE 2018

	Total \$'000s	Accumulated Surplus \$'000s	Members' Equity \$'000s
<b>2018</b>			
Balance at beginning of the financial year	10,939	7,250	3,689
Surplus for the year	<u>1,213</u>	<u>1,213</u>	<u>-</u>
<b>Balance at end of the financial year</b>	<u>12,152</u>	<u>8,463</u>	<u>3,689</u>
<b>2017</b>			
Balance at beginning of the financial year	10,281	6,592	3,689
Surplus for the year	<u>658</u>	<u>658</u>	<u>-</u>
<b>Balance at end of the financial year</b>	<u>10,939</u>	<u>7,250</u>	<u>3,689</u>

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

## EASTERN REGIONAL LIBRARIES CORPORATION

### STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 Inflows/ (Outflows) \$'000s	2017 Inflows/ (Outflows) \$'000s
<b>Cash flows from operating activities</b>			
<b>Receipts</b>			
Grants - operating		2,692	2,652
Contributions - monetary		11,188	10,973
User charges, fees and fines		376	442
Interest received		218	214
Other receipts		15	45
		<u>14,489</u>	<u>14,326</u>
<b>Payments</b>			
Employee costs		(8,106)	(8,191)
Materials and services		(2,301)	(2,453)
Other payments		(323)	(384)
Net GST payment		(524)	(582)
		<u>(11,254)</u>	<u>(11,610)</u>
<b>Net cash provided by operating activities</b>	8.1	<u><b>3,235</b></u>	<u><b>2,716</b></u>
<b>Cash flows from investing activities</b>			
Payments for plant, furniture, equipment and library materials		(1,787)	(2,500)
Proceeds from sale of plant and equipment		594	14
Proceeds from disposal of financial assets		4,600	4,600
Purchase of financial assets		(7,150)	(4,600)
		<u>(3,743)</u>	<u>(2,486)</u>
<b>Net cash used in investing activities</b>		<u><b>(3,743)</b></u>	<u><b>(2,486)</b></u>
Net Increase (decrease) in cash and cash equivalents		(508)	230
Cash and cash equivalents at the beginning of financial year		<u>2,259</u>	<u>2,029</u>
<b>Cash and cash equivalents at the end of the financial year</b>	4.1(a)	<u><b>1,751</b></u>	<u><b>2,259</b></u>

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

**EASTERN REGIONAL LIBRARIES CORPORATION**  
**NOTES TO AND PART OF FORMING THE FINANCIAL REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2018**

**Overview**

**Introduction**

The Eastern Regional Libraries Corporation (ERLC) was established by an Order of the Governor in Council on the 14<sup>th</sup> 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 and Notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board (AASB), the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

**Significant accounting policies**

**(a) 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.

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 5.1)
- the determination of employee provisions (refer to Note 4.4)

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.

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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**Note 1 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 25 May 2017. 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*.

<b>1.1 Income and Expenditure</b>	<b>Budget 2018 \$'000s</b>	<b>Actual 2018 \$'000s</b>	<b>Variance 2018 \$'000s</b>	<b>Ref</b>
<b>Income</b>				
Grants - operating	2,633	2,692	59	
Contributions - monetary	10,069	10,171	102	
User charges, fees and fines	419	356	(63)	1
Other income	241	244	3	
<b>Total income</b>	<b>13,362</b>	<b>13,463</b>	<b>101</b>	
<b>Expenses</b>				
Employee costs	(8,942)	(7,997)	945	2
Materials and services	(2,519)	(1,946)	573	3
Depreciation and amortisation	(1,700)	(1,813)	(113)	
Net gain/(loss) on disposal of plant, furniture, equipment and library materials	(200)	(108)	92	4
Other expenses	-	(386)	(386)	5
<b>Total expenses</b>	<b>(13,361)</b>	<b>(12,250)</b>	<b>1,111</b>	
<b>Surplus for the year</b>	<b>1</b>	<b>1,213</b>	<b>1,212</b>	

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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(i) Explanation of material variations

Variance Ref	Item	Explanation
1	User charges, fees and fines	The introduction of automatic renewals for library loans, has reduced the number of overdue charges and fines.
2	Employee costs	Vacant positions were not filled until a staff restructure was finalised. This in addition to a reduction in staff numbers, lower sick leave, training time and WorkCover premiums, has led to lower than budgeted employee costs.
3	Materials and services	Various expenditure was less than budgeted, in particular Plant (-\$41K). Operating lease rentals (-\$377K); and Auditor's remuneration (-\$9K) were budgeted in Materials and Services but were allocated to Other Expenses (-\$386K).
4	Net (gain)/loss on disposal of plant, furniture, equipment and library materials	Lower number of library materials and plant disposed than was originally anticipated when preparing the 2017-18 budget.
5	Other expenses	Operating lease rentals and auditors' remuneration were budgeted in Materials and Services but were actually allocated to Other expenses.

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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	2018 \$'000s	2017 \$'000s
<b>Note 2 Funding for the delivery of our services</b>		
<b>2.1 Funding from other levels of government</b>		
Grants were received in respect of the following:		
<b>Summary of grants</b>		
State funded grants	<u>2,692</u>	<u>2,652</u>
<b>Total grants received</b>	<u>2,692</u>	<u>2,652</u>
<b>Operating Grants</b>		
<i>Recurrent - State Government</i>		
Public Libraries Grant Program	2,634	2,594
Premiers' Reading Challenge	<u>58</u>	<u>58</u>
<b>Total recurrent operating grants</b>	<u>2,692</u>	<u>2,652</u>
<b>Total operating grants</b>	<u>2,692</u>	<u>2,652</u>

There are no unexpended grants at year end.

Grant income is recognised when ERLC obtains control of the contribution. Control is normally obtained upon receipt (or acquittal) or upon earlier notification that a grant has been secured.

**2.2 Net gain/(loss) on disposal of plant, furniture, equipment and library materials**

Proceeds of sale	594	13
Written down value of assets disposed	<u>(702)</u>	<u>(337)</u>
<b>Total net gain/(loss) on disposal of plant, furniture, equipment and library materials</b>	<u>(108)</u>	<u>(324)</u>

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

**2.3 Other income**

Interest	230	199
Other	<u>14</u>	<u>41</u>
<b>Total other income</b>	<u>244</u>	<u>240</u>

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.

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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	2018 \$'000s	2017 \$'000s
<b>Note 3 The cost of delivering services</b>		
<b>3.1 (a) Employee costs</b>		
Wages and salaries	6,500	6,678
Annual leave	632	656
Superannuation	597	557
Long service leave	197	152
Fringe benefits tax	21	19
WorkCover	50	18
<b>Total employee costs</b>	<b>7,997</b>	<b>8,080</b>

**3.1 (b) Superannuation**

ERLC made contributions to the following funds:

**Defined benefit fund**

Employer contributions to Local Authorities Superannuation Fund

(Vision Super)

186

224

Employer contributions - other funds

-

-

186

224

Employer contributions payable at reporting date

-

-

**Accumulation funds**

Employer contributions to Local Authorities Superannuation Fund

(Vision Super)

441

410

Employer contributions - other funds

-

-

441

410

Employer contributions payable at reporting date

34

47

Refer to Note 8.2 for further information relating to ERLC's superannuation obligations.

**EASTERN REGIONAL LIBRARIES CORPORATION**  
**NOTES TO AND PART OF FORMING THE FINANCIAL REPORT**  
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	2018 \$'000s	2017 \$'000s
<b>3.2 Materials and services</b>		
Office administration	674	629
Information technology	479	577
Library Consumables	501	411
Contract payments	101	97
Insurance	68	72
Repairs and maintenance	83	52
Consultants	26	49
Utilities	14	17
<b>Total material and services</b>	<b>1,946</b>	<b>1,904</b>

<b>3.3 Depreciation and amortisation</b>		
Library materials	1,641	1,666
Furniture and equipment	161	259
Plant	9	11
Intangible assets	2	2
<b>Total depreciation and amortisation</b>	<b>1,813</b>	<b>1,938</b>

Refer to note 4.2(b) and 5.1 for a more detailed breakdown of depreciation and amortisation charges and accounting policy.

<b>3.4 Other expenses</b>		
Operating lease rentals	377	378
Auditors' remuneration - VAGO - audit of the financial statements	9	8
<b>Total other expenses</b>	<b>386</b>	<b>386</b>

**Note 4 Our financial position**

**4.1 Financial assets**

**(a) Cash and cash equivalents**

Cash at bank	1,748	2,256
Cash on hand	3	3
<b>Total cash and cash equivalents</b>	<b>1,751</b>	<b>2,259</b>

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

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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	2018 \$'000s	2017 \$'000s
<b>(b) Other financial assets</b>		
Term deposits	<u>7,150</u>	<u>4,600</u>
<b>Total other financial assets</b>	<u>7,150</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**

*Statutory receivables*

Net GST receivable	-	90
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*Non statutory receivables*

Accrued interest	<u>44</u>	<u>32</u>
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<b>Total current trade and other receivables</b>	<u>44</u>	<u>122</u>
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**Non-Current**

*Non statutory receivables*

Security deposit	<u>8</u>	<u>8</u>
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<b>Total non-current trade and other receivables</b>	<u>8</u>	<u>8</u>
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<b>Total trade and other receivables</b>	<u>52</u>	<u>130</u>
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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.

**4.2 Non-financial assets**

**(a) Other assets**

Prepayments	<u>32</u>	<u>58</u>
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<b>Total other assets</b>	<u>32</u>	<u>58</u>
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**EASTERN REGIONAL LIBRARIES CORPORATION**  
**NOTES TO AND PART OF FORMING THE FINANCIAL REPORT**  
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	<b>2018</b>	<b>2017</b>
	<b>\$'000s</b>	<b>\$'000s</b>
<b>(b) Intangible assets</b>		
Corporate software	<u>2</u>	<u>4</u>
<b>Total intangible assets</b>	<u>2</u>	<u>4</u>
	<b>Corporate Software \$'000s</b>	
<b>Gross carrying amount</b>		
Balance at 1 July 2016	25	
Other Additions	<u>-</u>	
Balance at 30 June 2017	25	
Other Additions	<u>-</u>	
Balance at 30 June 2018	<u>25</u>	
<b>Accumulated amortisation and impairment</b>		
Balance at 1 July 2016	(18)	
Amortisation expense	<u>(3)</u>	
Balance at 30 June 2017	(21)	
Amortisation expense	<u>(2)</u>	
Balance at 30 June 2018	<u>(23)</u>	
Net book value at 30 June 2017	<u>4</u>	
Net book value at 30 June 2018	<u>2</u>	

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.

#### **4.3 Payables**

##### **(a) Trade and other payables**

Net GST payable	12	-
Salaries accruals	123	124
Accrued expenses	112	98
Trade payables	<u>28</u>	<u>38</u>
<b>Total trade and other payables</b>	<u>275</u>	<u>260</u>

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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**4.4 Provisions**

	<b>Annual Leave \$'000s</b>	<b>Long Service Leave \$'000s</b>	<b>Total \$'000s</b>
<b>2018</b>			
Balance at beginning of the financial year	743	1,256	1,999
Additional provisions	573	239	812
Amounts used	(569)	(250)	(819)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	<u>(6)</u>	<u>(5)</u>	<u>(11)</u>
Balance at the end of the financial year	<u>741</u>	<u>1,240</u>	<u>1,981</u>
<b>2017</b>			
Balance at beginning of the financial year	752	1,379	2,131
Additional provisions	589	237	826
Amounts used	(590)	(316)	(906)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	<u>(8)</u>	<u>(44)</u>	<u>(52)</u>
Balance at the end of the financial year	<u>743</u>	<u>1,256</u>	<u>1,999</u>

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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	2018 \$'000s	2017 \$'000s
<b>(a) Employee provisions</b>		
<b>Current provisions expected to be wholly settled within 12 months</b>		
Annual leave	319	320
Long service leave	<u>98</u>	<u>162</u>
	<u>417</u>	<u>482</u>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	422	423
Long service leave	<u>1,103</u>	<u>1,061</u>
	<u>1,525</u>	<u>1,484</u>
<b>Total current employee provisions</b>	<u>1,942</u>	<u>1,966</u>
<b>Non-current</b>		
Long service leave	<u>39</u>	<u>33</u>
<b>Total non-current employee provisions</b>	<u>39</u>	<u>33</u>
Aggregate carrying amount of employee provisions:		
Current	1,942	1,966
Non-current	<u>39</u>	<u>33</u>
Total aggregate carrying amount of employee provisions	<u>1,981</u>	<u>1,999</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.

Key assumptions:

- discount rate
- index rate
- inflation rate
- settlement rate

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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**4.5 Commitments**

ERLC has entered into the following commitments. Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

	Not later than 1 year \$'000s	Later than 1 year and not later than 2 years \$'000s	Later than 2 years and not later than 5 years \$'000s	Later than 5 years \$'000s	Total \$'000s
<b>2018</b>					
<b>Capital</b>					
Library materials	1	-	-	-	1
Total	1	-	-	-	1
<b>2017</b>					
<b>Capital</b>					
Library materials	-	-	-	-	-
Total	-	-	-	-	-

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	2018 \$'000s	2017 \$'000s
<b>Operating lease commitments</b>		
At the reporting date, ERLC had the following obligations under non-cancellable operating leases for the lease of equipment and buildings for use within ERLC's activities (these obligations are not recognised as liabilities):		
Not later than one year	370	124
Later than one year and not later than five years	<u>809</u>	<u>499</u>
	<u>1,179</u>	<u>623</u>

Lease payments for operating leases are required by the accounting standard to be recognised on a straight line basis, rather than expensed in the years in which they are incurred.

**4.6 Members' equity (ownership interest)**

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>

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**Note 5 Assets we manage**

**5.1 Plant, furniture, equipment and library materials**

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

	<b>Written Down Value 30 June 2017 \$'000s</b>	<b>Additions \$'000s</b>	<b>Depreciation \$'000s</b>	<b>Disposal \$'000s</b>	<b>Written Down Value 30 June 2018 \$'000s</b>
Library materials	4,974	1,647	(1,641)	(271)	4,709
Furniture and equipment	1,116	140	(161)	(431)	664
Plant	57	-	(9)	-	48
	<u>6,147</u>	<u>1,787</u>	<u>(1,811)</u>	<u>(702)</u>	<u>5,421</u>

	<b>Written Down Value 30 June 2016 \$'000s</b>	<b>Additions \$'000s</b>	<b>Depreciation \$'000s</b>	<b>Disposal \$'000s</b>	<b>Written Down Value 30 June 2017 \$'000s</b>
Library materials	5,216	1,616	(1,666)	(192)	4,974
Furniture and equipment	657	843	(259)	(125)	1,116
Plant	46	41	(11)	(19)	57
	<u>5,919</u>	<u>2,500</u>	<u>(1,936)</u>	<u>(336)</u>	<u>6,147</u>

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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.

	\$'000s
<b>Detailed Breakdown of plant, furniture, equipment and library materials</b>	
<b><u>Plant</u></b>	
At cost 1 July 2017	89
Accumulated depreciation at 1 July 2017	(32)
	<u>57</u>
<b>Movements in cost</b>	
Acquisition of assets at cost	-
Cost of assets disposed	-
	<u>-</u>
<b>Movements in accumulated depreciation</b>	
Depreciation and amortisation	(9)
Accumulated depreciation of disposals	-
	<u>(9)</u>
At cost 30 June 2018	89
Accumulated depreciation at 30 June 2018	(41)
<b>Written down value of plant</b>	<u>48</u>

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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	<b>\$'000s</b>
<b>Detailed Breakdown of plant, furniture, equipment and library materials (Continued)</b>	
<b><u>Furniture and equipment</u></b>	
At cost 1 July 2017	2,247
Accumulated depreciation at 1 July 2017	<u>(1,131)</u>
	<u>1,116</u>
<b>Movements in cost</b>	
Acquisition of assets at cost	140
Cost of assets disposed	<u>(595)</u>
	<u>(455)</u>
<b>Movements in accumulated depreciation</b>	
Depreciation and amortisation	(161)
Accumulated depreciation of disposals	<u>164</u>
	<u>3</u>
At cost 30 June 2018	1,792
Accumulated depreciation at 30 June 2018	<u>(1,128)</u>
<b>Written down value of furniture and equipment</b>	<u>664</u>
<b><u>Library materials</u></b>	
At cost 1 July 2017	9,585
Accumulated depreciation at 1 July 2017	<u>(4,611)</u>
	<u>4,974</u>
<b>Movements in cost</b>	
Acquisition of assets at cost	1,647
Cost of assets disposed	<u>(1,293)</u>
	<u>354</u>
<b>Movements in accumulated depreciation</b>	
Depreciation and amortisation	(1,641)
Accumulated depreciation of disposals	<u>1,022</u>
	<u>(619)</u>
At cost 30 June 2018	9,939
Accumulated depreciation at 30 June 2018	<u>(5,230)</u>
<b>Written down value of library materials</b>	<u>4,709</u>
<b>Total written down value of plant, furniture, equipment and library materials</b>	<u>5,421</u>

**EASTERN REGIONAL LIBRARIES CORPORATION**  
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*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 6 People and relationships**

**6.1 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 Peter Lockwood (commenced 1st November 2017)	Knox City Council
Councillor John Mortimore (commenced 1st November 2017)	Knox City Council
Councillor Adam Gill (resigned 1st November 2017)	Knox City Council
Councillor Tony Holland (resigned 1st November 2017)	Knox City Council
Councillor Marijke Graham (commenced 27th November 2017)	Maroondah City Council
Councillor Kylie Spears	Maroondah City Council
Councillor Paul Macdonald (resigned 27th November 2017)	Maroondah City Council
Councillor Len Cox	Yarra Ranges Shire Council
Councillor Noel Cliff	Yarra Ranges Shire Council

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	<b>2018</b>	<b>2017</b>
	<b>No.</b>	<b>No.</b>
Total Number of Councillors	9	11
Chief Executive Officer and other Key Management Personnel	<u>1</u>	<u>1</u>
Total Key Management Personnel	<u>10</u>	<u>12</u>

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

	<b>2018</b>	<b>2017</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>(b) Remuneration of Key Management Personnel</b>		
Total remuneration of key management personnel was as follows:		
Short-term benefits	216	222
Long-term benefits	-	-
Termination benefits	-	-
Total	<u>216</u>	<u>222</u>

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

	<b>2018</b>	<b>2017</b>
	<b>No.</b>	<b>No.</b>
<\$209,999	-	-
\$210,000 - \$219,999	1	-
\$220,000 - \$229,999	-	1
	<u>1</u>	<u>1</u>

**(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 \$145,000 (\$142,000 in 2016-17)

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

	<b>2018</b>	<b>2017</b>
	<b>No.</b>	<b>No.</b>
Income Range:		
< \$109,999	1	-
\$110,000 - \$141,999	<u>2</u>	<u>2</u>
	<u>3</u>	<u>2</u>

	<b>2018</b>	<b>2017</b>
	<b>\$'000</b>	<b>\$'000</b>
Total Remuneration for the reporting year for Senior Officers included above, amounted to:	322	267

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	2018 \$'000s	2017 \$'000s
<b>6.2 Related party disclosure</b>		
<b>(a) Transactions with related parties</b>		
<b>(i) Contributions</b>		
<b>Monetary contributions</b>		
Knox City Council	4,087	4,011
Yarra Ranges Shire Council	3,543	3,472
Maroondah City Council	2,541	2,492
<b>Total monetary contributions</b>	10,171	9,975

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.

**(ii) Financial and payroll services**

**Financial and Payroll Services**

Accounting Services	54	52
Payroll Services	47	45
<b>Total financial and payroll services</b>	101	97

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.

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**Note 7 Managing uncertainties**

**7.1 Contingent liabilities**

**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 \$500 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 2018.

**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 8.2. 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.

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**7.2 Change in accounting standards**

The following new AAS's have been issued that are not mandatory for the 30 June 2018 reporting period. ERLC has assessed these pending standards and has identified the following potential impacts will flow from the application of these standards in future reporting periods.

*Financial Instruments - Disclosures (AASB 7) (applies 2018/19)*

This Standard requires entities to provide disclosures in their financial statements that enable users to evaluate: (a) the significance of financial instruments for the entity's financial position and performance; and (b) the nature and extent of risks arising from financial instruments to which the entity is exposed.

*Financial Instruments (AASB 9) (applies 2018/19)*

The key changes include the simplified requirements for the classification and measurement of financial assets, a new hedging accounting model and a revised impairment loss model to recognise impairment losses earlier, as opposed to the current approach that recognises impairment only when incurred.

*Revenue from contracts with customers (AASB 15) (applies 2019/20 for LG sector)*

The standard shifts the focus from the transaction-level to a contract-based approach. Recognition is determined based on what the customer expects to be entitled to (rights and obligations), while measurement encompasses estimation by the entity of the amount expected to be entitled for performing under the contract. The full impact of this standard is not known however it is most likely to impact where contracts extend over time, where there are rights and obligations that may vary the timing or amount of the consideration, or where there are multiple performance elements. This has the potential to impact on the recognition of certain grant income.

*Amendments to Australian Accounting Standards – Deferral of AASB 15 for Not-for-Profit Entities (AASB 2016-7) (applies 2019/20)*

This Standard defers the mandatory effective date of AASB 15 for not-for-profit entities from 1 January 2018 to 1 January 2019.

*Leases (AASB 16) (applies 2019/20)*

The classification of leases as either finance leases or operating leases is eliminated for lessees. Leases will be recognised in the Balance Sheet by capitalising the present value of the minimum lease payments and showing a 'right-of-use' asset, while future lease payments will be recognised as a financial liability. The nature of the expense recognised in the profit or loss will change. Rather than being shown as rent, or as leasing costs, it will be recognised as depreciation on the 'right-of-use' asset, and an interest charge on the lease liability. The interest charge will be calculated using the effective interest method, which will result in a gradual reduction of interest expense over the lease term.

*Income of Not-for-Profit Entities (AASB 1058) (applies 2019/20)*

This standard replaces AASB 1004 Contributions and establishes revenue recognition principles for transactions where the consideration to acquire an asset is significantly less than fair value to enable to not-for-profit entity to further its objectives.

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**7.3 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.

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**(c) Credit risk**

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 2.60% 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.

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**7.4 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.

**7.5 Events occurring after balance date**

No matters have occurred after balance date that require disclosure in the financial report.

	<b>2018</b>	<b>2017</b>
	<b>\$'000s</b>	<b>\$'000s</b>
<b>Note 8 Other matters</b>		
<b>8.1 Reconciliation of cash flows from operating activities to surplus</b>		
Surplus for the year	1,213	658
<b>Items not involving cash</b>		
Depreciation/amortisation	1,813	1,938
Loss on disposal of plant and equipment	108	324
<b>Change in assets and liabilities:</b>		
Increase/(decrease) in employee provisions	(18)	(132)
Increase/(decrease) in trade and other payables	15	(107)
(Increase)/decrease in prepayments	26	35
(Increase)/decrease in trade and other receivables	90	(15)
(Increase)/decrease in accrued interest	(12)	15
<b>Net cash provided by operating activities</b>	<b>3,235</b>	<b>2,716</b>

**8.2 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 Income Statement when they are made or due.

**Accumulation**

The Fund's accumulation categories, Vision MySuper/Vision Super Saver, receive both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2017, this was 9.5% as required under Superannuation Guarantee legislation (9.5% in 2015/16)).

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**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.

As at 30 June 2017, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category of which ERLC is a contributing employer was 103.1%. To determine the VBI, the Fund Actuary used the following long-term assumptions:

- Net investment returns 6.5% pa
- Salary information 3.5% pa
- Price inflation (CPI) 2.5% pa.

Vision Super has advised that the VBI at quarter ended 30 June 2018 was 106.0%. The VBI is to be used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2017 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***

***Regular contributions***

On the basis of the results of the 2017 triennial 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 2018, this rate was 9.5% of members' salaries (9.5% in 2016/2017). This rate will increase in line with any increases in the SG contribution rate. 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.

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***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 Council) 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.

***2017 triennial actuarial investigation surplus amounts***

The Fund's triennial investigation as at 30 June 2017 identified the following in the defined benefit category of which Council is a contributing employer:

- A VBI surplus of \$69.8 million
- A total service liability surplus of \$193.5 million.
- A discounted accrued benefits surplus of \$228.8 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 2017. ERLC was notified of the 30 June 2017 VBI during August 2017.

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.

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 the investigation date.

***2018 interim actuarial investigation***

An interim actuarial investigation will be conducted for the Fund's position as at 30 June 2018. It is anticipated that this actuarial investigation will be completed in December 2018.

# Visit us

## Maroondah Libraries

### **Croydon Library**

Civic Square  
Croydon, 3136

### **Realm Library**

Ringwood Town Square  
179 Maroondah Hwy  
Ringwood, 3134

## Knox Libraries

### **Bayswater Library**

Shop 26, Ground Floor  
Mountain High Shopping Centre

7-13 High Street

Bayswater, 3153

### **Boronia Library**

Park Crescent  
Boronia, 3155

### **Ferntree Gully Library**

1010 Burwood Hwy  
Ferntree Gully, 3156

### **Knox Library**

Westfield Knox  
425 Burwood Hwy  
Wantirna South, 3152

### **Rowville Library**

Stud Park Shopping Centre  
Stud Road  
Rowville, 3178

### **Knox Outreach Vehicle**

## Yarra Ranges Libraries

### **Belgrave Library**

Reynolds Lane  
Belgrave, 3160

### **Healesville Library**

110 River Street  
Healesville, 3777

### **Lilydale Library**

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

### **Montrose Library**

935 Mount Dandenong  
Tourist Road  
Montrose, 3765

### **Mooroolbark Library**

7 Station Street  
Mooroolbark, 3138

### **Mt Evelyn Community Reading Room (The Station House)**

50 Wray Crescent  
Mt Evelyn, 3796

### **Yarra Junction Library**

Hoddle Street  
Yarra Junction, 3797

### **Monbulk Community Reading Room**

Monbulk Living & Learning  
Centre  
21 Main Rd  
Monbulk, 3793

### **Yarra Glen Memorial Hall**

### **Community Reading Room**

45 Bell St  
Yarra Glen, 3775

### **Yarra Ranges Outreach Vehicles**



# Contact us

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