

0.0 Whitehorse Manningham Libraries Annual Report

File Number: IN20/681
Responsible Director: Director City Planning and Community
Attachments: 1 Whitehorse Manningham Libraries Annual Report
2019/20

EXECUTIVE SUMMARY

Pursuant to Sections 131 to 134 of the Local Government Act 1989, the Whitehorse Manningham Regional Library Corporation has prepared an Annual Report for the 2019/2020 year (Attachment 1)

The Annual Report outlines the Corporation's achievements towards the strategic objectives outlined in the Library Plan and the implementation of the Strategic Resource Plan.

It is recommended that Council receive and note the Whitehorse Manningham Regional Library Corporation 2019-2020 Annual Report (Attachment 1), adopted by the Board on 14 October 2020.

1. RECOMMENDATION**That Council:**

- A. receive and note the Whitehorse Manningham Regional Library Corporation 2019-2020 Annual Report. (Attachment 1).**
- B. note the Whitehorse Manningham Regional Library Corporation 2019-2020 Annual Report is publicly available via the corporation's website.**

2. BACKGROUND

- 2.1 The Whitehorse Manningham Regional Library Corporation provides public library and information services to residents and visitors across the cities of Whitehorse and Manningham.
- 2.2 Across a network of eight (8) branch libraries and this website, the libraries provide free access to physical and virtual resources that support lifelong learning and reading.
- 2.3 Pursuant to Sections 131 to 134 of the Local Government Act 1989, the Whitehorse Manningham Regional Library Corporation has prepared an Annual Report for the 2019/2020 year (Attachment 1)
- 2.4 The Annual Report outlines the Corporation's achievements towards the strategic objectives outlined in the Library Plan and the implementation of the Strategic Resource Plan.

- 2.5 The Financial Report was approved by the Library Board at its meeting on 26 August 2020. The Corporation received the Auditor General's Report dated 11 September 2020 with a signed, unqualified opinion on the Financial Statements and Performance Statement.
- 2.6 The Annual Report was adopted by the Library Board at a special meeting of the Board on 14 October 2020.

3. DISCUSSION / ISSUE

- 3.1 The Annual Report documents the contributions of the Corporation, its Board, staff and branch operations throughout the year.
- 3.2 The Annual Report describes the impact of the COVID-19 pandemic on library services, but also documents the considerable achievements across the year and the value our community places in library services.

4. COUNCIL PLAN / STRATEGY

- 4.1 The Whitehorse Manningham Regional Library Corporation has its own Strategic Plan, underpinned by the following key themes for the period 2017-21:
1. **Read, Learn and Discover**
Providing resources and programs that encourage life-long learning and reading for pleasure.
 2. **Connect, Collaborate and Participate**
Our library provides opportunities for social connection and community engagement.
 3. **Experience**
We strive for excellence in all aspects of our services to ensure a positive and responsible experience for all customers.
 4. **Value**
We apply best practice principles to the way we work to ensure our services continue to be relevant and sustainable.

5. IMPACTS AND IMPLICATIONS

- 5.1 The Whitehorse Manningham Regional Library Corporation provides a highly valued service to the Manningham and Whitehorse communities. The 2019-20 Annual Report documents the organisation's deliverables against the adopted targets and provides a transparent report into the organisations finances and operations.
- 5.2 The Annual Report acts as a record of the organisation's tracking against its 2017-21 Strategic Plan and provides the basis for Council's reporting via the Local Government Performance Reporting Framework.

6. IMPLEMENTATION**6.1 Finance / Resource Implications**

The Annual Report does not, in and of itself, have direct financial implications for Council however the Financial Report identifies Council's operating contribution of \$3.79M for the 2019-2020 Financial Year (Attachment 1, p74)

6.2 Communication and Engagement

The 2019-2020 Annual Report is published on the Whitehorse Manningham Regional Library Corporation website.

6.3 Timelines

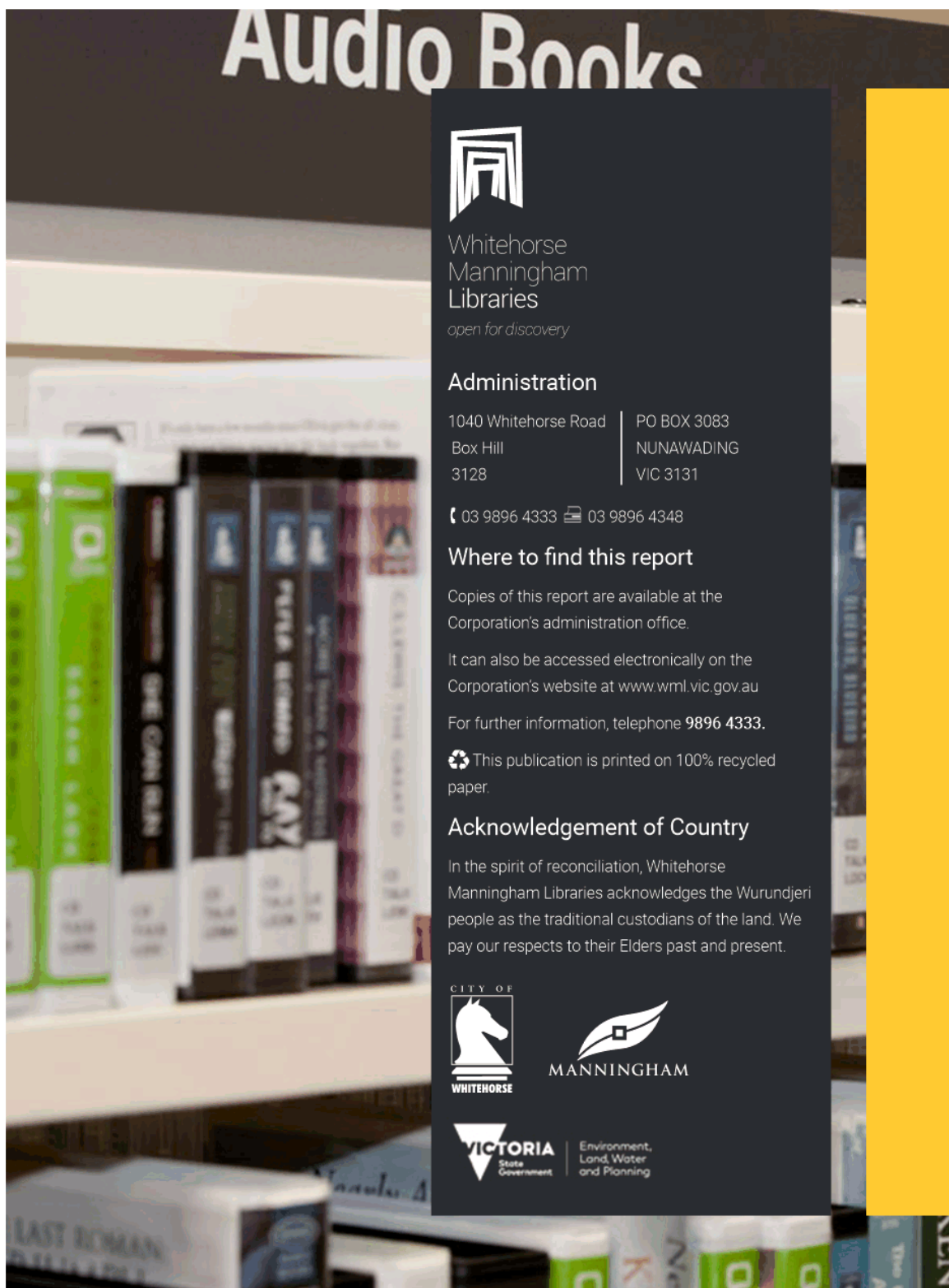
The Financial Report was approved by the Library Board at its meeting on 26 August 2020 and the Annual Report was adopted by the Library Board at a special meeting on 14 October.

7. DECLARATIONS OF CONFLICT OF INTEREST


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



2019 / 20 ANNUAL REPORT



Audio Books



Whitehorse
Manningham
Libraries
open for discovery

Administration

1040 Whitehorse Road | PO BOX 3083
Box Hill | NUNAWADING
3128 | VIC 3131

☎ 03 9896 4333 📠 03 9896 4348

Where to find this report

Copies of this report are available at the Corporation's administration office.


It can also be accessed electronically on the Corporation's website at www.wml.vic.gov.au

For further information, telephone **9896 4333**.


♻️ This publication is printed on 100% recycled paper.

Acknowledgement of Country


In the spirit of reconciliation, Whitehorse Manningham Libraries acknowledges the Wurundjeri people as the traditional custodians of the land. We pay our respects to their Elders past and present.



CITY OF
WHITESHORSE



MANNINGHAM



VICTORIA
State Government

Environment,
Land, Water
and Planning

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INTRODUCTION

Welcome to Whitehorse Manningham Regional Library Corporation's (WMRLC) Annual Report 2019/20. This report details our performance for 2019/20 against the strategic themes outlined in our Library Plan 2017–2021 and our Annual Budget 2019/20. The report provides an overview of our key achievements and challenges throughout the past year.

WMRLC services an area of 178km² located within Melbourne's outer eastern suburbs.





Our Vision

A library open for all to discover a world of possibilities.

Our Mission

To provide opportunities that inspire our community to read, learn, connect and create.

Our Values

The following principles guide the way we operate:

- ▶ **Respect**
We acknowledge our diverse community and support equal access to services by all.
- ▶ **Integrity**
We are open, honest and accountable in the way we conduct our business.
- ▶ **Community Drive**
Our services and the way we deliver them are shaped by the needs and aspirations of our community.
- ▶ **Collaboration**
Together we develop positive relationships and partnerships that strengthen our services and their impact.
- ▶ **Excellence**
We aim for excellence and strive to find new ways to improve how we work and deliver services.

OUR COMMUNITY



The Whitehorse Manningham Regional Library Corporation (WMRLC) provides public library services to the neighbouring cities of Whitehorse and Manningham in Melbourne's eastern suburbs.

The City of Whitehorse is located 15km east of the Melbourne CBD and has an estimated population of 178,739. Manningham City Council, to the north of Whitehorse, has an estimated population of 127,573, giving the library region an estimated total population of 306,312.

39.1% of our community was born overseas, with 75% of these people speaking a language other than English at home.

Whitehorse Manningham Libraries is proud of our diverse community and the services that we provide.



PERFORMANCE HIGHLIGHTS

OUR MAJOR ACHIEVEMENTS IN 2019/20

LIBRARY PLAN 2017–2021 STRATEGIC THEMES



Read, Learn and Discover

More on pages 33 – 38

- ▶ Doncaster Games Day was held for the fourth year in a row. The event was a huge success, with over 800 attendees.
- ▶ Since April 2020, 56 online programs for adults were delivered via Zoom and Facebook, with 977 attendees.
- ▶ Online storytimes delivered by our Youth Services Team have had 32,592 views.
- ▶ There has been a 58% increase in eBook downloads.

Connect, Collaborate and Participate

More on pages 39 – 48

- ▶ We were successful in our grant applications to assist in the delivery of programs to vulnerable members of our community.
- ▶ Libraries were one of the restricted services that were required to close their doors from late March through to 30 June 2020. During this period, the library service pivoted its delivery model to enable continued service delivery to the community using alternative formats.
- ▶ Book packs and information brochures were posted to library members by request throughout May and June 2020, resulting in 2,158 home deliveries.



PERFORMANCE HIGHLIGHTS CONT.



Experience

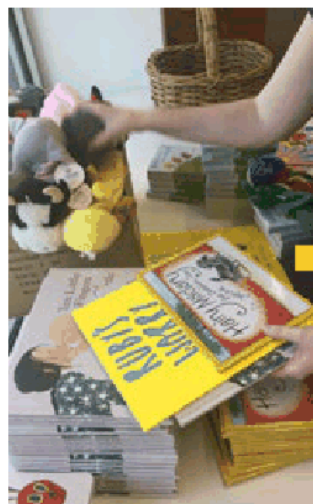
More on pages 49 – 50

- ▶ Review and replacement of signage at Box Hill Library, including bilingual signage.
- ▶ Thank you volunteer morning tea on site in September 2019 and virtually in May 2020.
- ▶ COVID-19 Safe Procedures were implemented at library branches to enable opening to the community for "Click and Collect" on 1 June and then for short visits from 9 June 2020.

Value

More on pages 51 – 57

- ▶ Give the Gift of Reading fundraising from November to December 2019 raised over \$4,000 and enabled the delivery of 270 books to 90 local families in need.
- ▶ WMRLC was the recipient of the 2020 Pierre Gorman Award: a \$25,000 grant to develop a program or services for those with a disability.
- ▶ Launch of the Bert Lewis room at Box Hill Library was held on 4 September 2019 in recognition of Mr Lewis's contribution to the library and the local community.
- ▶ Upgrade of library network to Windows 10 and Office 2019.



OUR CHALLENGES

Infrastructure

There continues to be a number of library branches that do not fulfill the needs of our community. Lack of space at some library branches has presented challenges for the implementation of a COVID-safe environment. As we move into the next financial year it is anticipated that this will continue to be the case.

Branch hours have had to be modified in the last quarter of the year due to COVID-19 and it is likely that disruption to normal service delivery hours will continue throughout 2020, including further periods of closure. Pivoting to different service models will continue to be a challenge.

Funding

It is anticipated that COVID-19 will have an impact on future budgets whilst demand for many of our services are likely to increase. Balancing the budget with community expectations will continue to be challenging. It is uncertain what the impact of COVID-19 will have on our major funding partners: the two Member Councils and the State Government.

Looking Ahead

Whitehorse Manningham Libraries looks forward to progressing the following in 2020/21:

- ▶ the launch of a new website and intranet
- ▶ connecting with our community through different service models throughout COVID-19 restrictions
- ▶ providing our community with tools to assist in the recovery from COVID-19
- ▶ enacting the WML Business Recovery Plan.



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Annual Report 2019/20

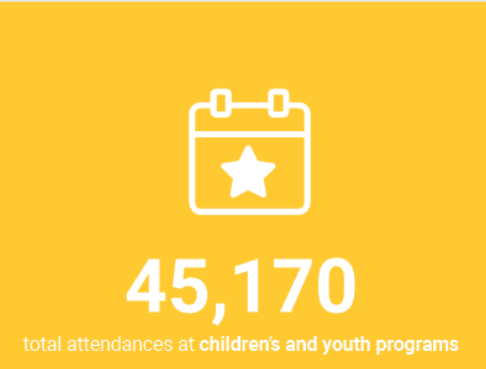


YOUTH SERVICES 2019/20

Providing quality programs and material to children and teenagers continues to be of high importance to WMRLC, even in a pandemic. The first half of the year had strong attendances at library programs but this was severely impacted by COVID-19 restrictions from January 2020 until June 2020.

Pivoting to delivering children’s and youth services in a COVID-19 environment

Throughout the COVID-19 period, the library service has adapted its delivery of many services using remote and online formats, as evidenced in the delivery of services to children and youth, including virtual storytimes and special events. Further information on our response is available on page 45.





2,850
children enrolled in the
1000 Books Before School Program



84
people attended the YA Lit Festival in September 2019. Participants enjoyed workshops, author talks and panel discussions.



550
children joined the Summer Reading Club, challenging themselves to keep reading over the summer holidays. Over 100 people attended the grand prize party in January.



4,578
people participated in Youth Outreach Programs.

012

Annual Report 2019/20

CHAIRPERSON'S MESSAGE



This year's Annual Report highlights the achievements and challenges experienced through the financial year 1 July 2019 to 30 June 2020. The Annual Report details the Whitehorse Manningham Libraries performance against the goals of the Library Plan 2017 – 2021

This year has seen significant disruption to library services as the result of the COVID-19 health emergency. The impact of COVID-19 began to be felt early in the 2020 calendar year. During the first half of the year, most areas of library activity including visitation rates and program attendance experienced an upward trajectory. Government directives required libraries to close to the public from April through to early June when they were permitted to reopen again with restricted access requirements.

I congratulate our library staff for their rapid response in adapting services to ensure our community continued to be supported through the Stay at Home period and the restrictions that followed. Library programs were pivoted to a virtual format, including regular Storytimes, Makerspace, children's and adult programs. From 1 March to 30 June there were 32,592 views of online Storytimes delivered by our children's librarians.

E-collections and digital resources were increased to meet increased demand. As a result of library closures, loans of ebooks increased by 60% compared to the previous year. Our library also quickly established a Home Delivery service to provide access to physical collection items during the closure period. 2,158 home deliveries were made to residents in May and June. Our librarians

also continued to provide information and digital literacy support over the phone, as well as online support.

Many positive messages were received from people grateful to have continued access to library services, demonstrating just how important this was in supporting people's wellbeing during the period of isolation.

The ability to reopen our library branches to the public when restrictions were eased in June was enthusiastically welcomed. I was present as the door opened at Doncaster Library to witness a line of physically distanced members eagerly waiting for a chance to browse and borrow physical collection items and access the public computers. Systems and control measures were implemented to provide a COVID-safe environment for all staff and visitors.

As a Board, we continue to advocate to all levels of government on the importance of public libraries to our local community. The Board endorsed the Public Libraries Victoria submission ahead of the State Government Budget 2020/2021 encouraging greater investment in public libraries.

I would like to thank my fellow Board members and library staff and volunteers for their continued dedication and commitment to delivering positive outcomes for the community.

Cr Dot Haynes

Chair of the Library Board

CEO'S MESSAGE



On behalf of Whitehorse Manningham Libraries, it's my pleasure to present the Annual Report 2019/20. It has been a challenging but rewarding year for Whitehorse Manningham Libraries as we continued to deliver high-quality services to our community under some difficult circumstances. The Library Plan 2017 – 2021 continued to guide us as library services were quickly adjusted in response to the coronavirus health emergency in the 2020 calendar year.

The investment made in recent years to strengthen business continuity and risk-management strategies has placed Whitehorse Manningham Libraries in a favourable position. This work has provided the capacity to pivot quickly, maintaining services to the community and meeting our governance and regulatory requirements.

As to be expected, the pandemic resulted in less than anticipated operating income, along with unanticipated expenditure associated with responding to the health emergency. Savings in some areas of operating expenditure will enable a small surplus of \$119,000 to be carried over to help offset the continued impact of the pandemic in the 2020/21 financial year.

I would like to thank the Library Board, officers of our Member Councils, library staff and volunteers for their ongoing hard work, support and dedication to the community. I am proud to lead one of Victoria's highest-performing public library services and look forward to seeing its contribution to our community grow.

A handwritten signature in black ink, appearing to read 'Sally Both'. The signature is stylized and written in a cursive-like font.

Sally Both
Chief Executive Officer

BOARD MEMBERS

Board Meeting Attendance

	28 Aug 2019	16 Oct 2019	11 Dec 2019	26 Feb 2020	11 Mar 2020	27 May 2020
Cr Tina Liu	✓	✓	✓	*	✓	✓
Cr Prue Cutts	✓	*				
Mr Andrew Day	✓	✓	✓	✓	✓	✓
Mr Ian Keese	✓	✓	✓	✓	✓	✓
Cr Dot Haynes	✓	✓	✓	✓	✓	✓
Cr Mike Zafropoulos (AM)	✓	✓				
Ms Carole Jean	*	✓	✓	✓	✓	✓
Mr Simon McMillan		✓	✓	✓	✓	✓
Cr Sophy Galbally			*	*	✓	*
Cr Andrew Munroe			✓	✓	✓	*

- ▶ Mr Tony Di Fazio attended as Acting Chief Executive Officer, City of Whitehorse on 28 August 2019
- ▶ Ms Terry Wilkinson acted as proxy for Cr Tina Liu on 26 February 2020
- ▶ Mr Angelo Kourambas acted as proxy for Mr Andrew Day 26 February 2020



Chair

Cr Dot Haynes – Manningham City Council
Chair from December 2019



Chair

Cr Tina Liu – City of Whitehorse
Chair until December 2019



Cr Sophy Galbally
Manningham City Council
from December 2019



Mr Simon McMillan
City of Whitehorse
Chief Executive Officer



Mr Andrew Day
Manningham City Council
Chief Executive Officer



Cr Prue Cutts
City of Whitehorse
until December 2019



Cr Mike Zafiropoulos AM
Manningham City Council
Deputy Chair – until
December 2019



Cr Andrew Munroe
City of Whitehorse
Deputy Chair from
December 2019



Mr Ian Keese
Manningham City Council
Community
Representative



Ms Carole Jean
City of Whitehorse
Community
Representative





THE YEAR IN REVIEW

When reading this table, it should be noted that the 2019/20 results were severely impacted by the coronavirus public health emergency.

KEY INDICATORS	2017/18	2018/19	2019/20	TREND (VARIANCE OF AT LEAST 1%)
Library Membership				
Total members	100,302	93,189	100,136	+ 7%
Active members (LGPRF measure)	43,099	43,016	39,788	- 7%
New members	14,908	15,657	12,786	- 18%
Library Use				
Total library visits	1,292,745 ¹	1,332,790	938,943	- 30%
Library visits per capita	4.27 ²	4.42 ²	3.07 ²	- 30%
Information enquiries	152,725	158,764	131,186	- 17%
Collections				
Total number of collection items	380,222	384,885	388,523	-
% of collection purchased in the last five years	79%	77%	74%	- 3%
New collection items acquired	69,115	68,858	63,770	- 7%
Loans				
Total loans	3,124,528 ¹	3,132,829	2,490,332	- 20%
eBook loans (downloads)	34,106	50,539	79,740	+ 58%
Total loans of eResources (includes music, magazines, books, audio books, database)	340,056 ³	445,690	513,229	+ 15%
Library Programs				
Total number of attendees	76,012	81,581	52,873	- 35%
Total attendees at adult programs	8,326	11,404	7,703	- 34%
Total attendees at children's/youth programs	67,686	70,177	45,170	- 35%
Online Library Use				
Annual visits to website	1,284,949	1,329,860	1,250,416	- 6%
Fixed PC sessions	259,908 [*]	251,537	183,419	- 27%
Wireless sessions	673,679 [*]	585,416	396,697	- 32.3%
Library Staffing				
Total EFT	70.46	70.64	68.54	- 3%
EFT per '000 population	0.24	0.23	0.22	- 4%
Community Engagement				
Social media engagement (Facebook followers)	1,645	2,159	3,295	+ 53%
Library eNewsletter subscribers	18,783	23,843	15,904 ⁴	- 33%
Number of volunteers	149	160	158	- 1%
Volunteer programs	7	8	8	-

1. Box Hill Library was closed for renovations and had reduced services from March 2018 to June 2018.
 2. Based on Estimated Residential Population (ERP) of 298,031 in April 2018; 301,704 in June 2019 and 306,312 in June 2020.
 3. Electronic Resource Busy Things unavailable for extended periods impacted on results.
 4. Subscriber list cleared of members who had not opened sent newsletters for three years.
- * Loss of some data in May and June 2018, resulting in estimates for these two months based on usage trends.

FINANCIAL SUMMARY

Overview

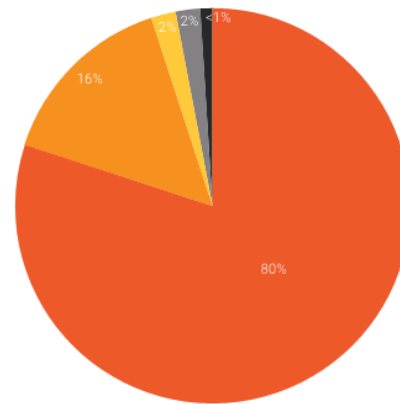
The 2019/20 Budget was adopted at the ordinary meeting of the Library Board on 22 May 2019.

The financial result for 2019/20 is a surplus of \$502,796. It should be noted that income has been severely impacted this year due to COVID-19 as all reservation and overdue charges were suspended, along with meeting room bookings and sale of products.

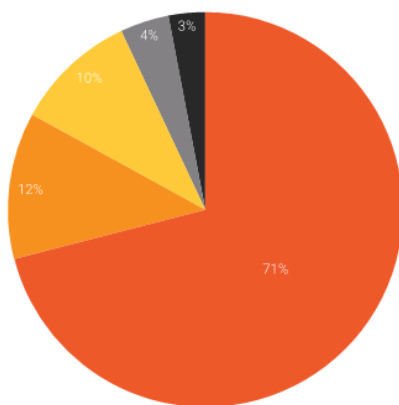
The Corporation does not have any loans.

Income Sources 2019/20

- ▶ Council Contributions
- ▶ State Government Grants
- ▶ Other Income
- ▶ Other Grants
- ▶ Interest from Investments



Income Sources 2019/20



2019/20 Expenses

2019/20 Expenses

- ▶ Employee Expenses
- ▶ Depreciation
- ▶ Other Expenses
- ▶ IT Services
- ▶ Collection Resources

Revenue

The Corporation's total income of \$11,409,781 in 2019/20 was derived from:

- ▶ Member Councils
- ▶ State Government grant
- ▶ Interest from investments
- ▶ Grants
- ▶ Other income

Other income is generated by the Corporation from the following sources:

- ▶ Overdue charges and reservations
- ▶ Photocopy and printing services
- ▶ Meeting room hire
- ▶ Sale of products
- ▶ Donations
- ▶ Library programs and activities.

In 2019/20 the Corporation received the following grants:

- ▶ Local Priorities \$93,591
- ▶ Pierre Gorman Award \$25,000
- ▶ Supporting Carers Locally Grant \$12,132
- ▶ Readings Foundation Grant \$5,364
- ▶ Libraries Initiatives Project \$25,000
- ▶ Friends of Nunawading Library \$4,000
- ▶ Premiers Reading Challenge \$35,899
- ▶ Victoria Inspiring Australians \$2,000
- ▶ Other grants \$20,000

Expenses

In keeping with previous years, the major areas of expenditure were employee benefits and depreciation. In 2019/20 total expenditure was \$10,906,985, comprised as follows:

- ▶ Employee expenses 71%
- ▶ Depreciation 12%
- ▶ IT services 4%
- ▶ Collection resources 3%
- ▶ Other expenses 10%

Highlights and Challenges

WML was successful in a number of grant submissions this year, resulting in a 37% increase in additional grant funding compared to the previous year.

Operating income was significantly less this year due to the COVID-19 forced closure. Unanticipated additional costs associated with the health emergency offset operational savings during the closure period.



GOVERNANCE

The Library Board

The Whitehorse Manningham Regional Library Corporation is a Local Government Authority with the operations and responsibilities of the Corporation being defined under the Local Government Act (1989). The Corporation is governed by the Library Board, which is responsible for overall governance and policy direction.

Ordinary meetings of the Board are held quarterly. Special meetings of the Board are held as required. Agendas and minutes of Board meetings are made available to the public and meetings are open to the public. Members of the Board are required to conduct themselves in accordance with the rules outlined in the Corporation's Code of Conduct for Board Members.

The Board comprises of:

- ▶ two Councillors appointed from each Member Council
- ▶ the Chief Executive Officer of each Member Council
- ▶ one Community Representative appointed by each Member Council.

Senior officers of Council and the Corporation support the operation of the Library Board and attend meetings of the Board.

Ms Terry Wilkinson

General Manager Human Services, City of Whitehorse

Ms Lee Robson

Group Manager, Community Programs, Manningham Council

Ms Sally Both

Chief Executive Officer, WMRLC

Mrs Julie Lawes

Manager Finance, WMRLC

Mr Jonathan Gosden

Manager Library Operations, WMRLC

Ms Katie Norton

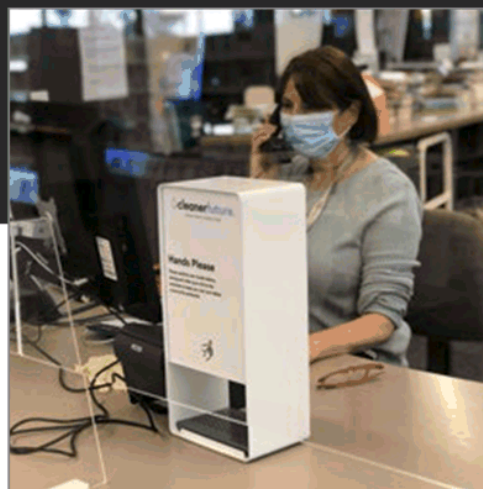
Manager Collections and Information Services, WMRLC

Ms Tracey Olive

Manager Corporate Services, WMRLC

Mr Neville Butler

Manager ICT, WMRLC



The Audit Committee

The Audit Committee is an independent advisory committee to the Library Board. The primary objective of the Audit Committee is to assist the Corporation in the effective conduct of its responsibilities for financial reporting, management of risk and maintaining a reliable system of internal controls. While it is not compulsory under Section 139 of the Local Government Act for Library Corporations to establish an audit committee, it is encouraged as a matter of good governance.

Membership of the Corporation's Audit Committee comprises one Councillor from each member Council, nominated by the Library Board, and two external independent members. The Corporation's Chief Executive Officer, Finance Manager and Internal Auditor attend each committee meeting.

Audit Committee Members for 2019/20 were:

- ▶ Cr Dot Haynes (until December 2019)
- ▶ Cr Prue Cutts (until December 2019)
- ▶ Cr Tina Liu (from December 2019)
- ▶ Cr Sophy Galbally (from December 2019)
- ▶ Ms Kerrie Jordan, Independent Member
- ▶ Ms Michele Tame, Independent Member

Risk Management

The Corporation takes a proactive approach to risk management, putting in place strategies, systems, policies and procedures to ensure the Corporation prevents or minimises the adverse effects of all types of risks to its operations. The Corporation has a risk-management policy and strategy. An assessment and review of organisational risks is conducted annually. Identified risks and treatment plans are recorded in the Enterprise Risk Register. The Corporation reports the status of risks and treatment plans to the Audit Committee and Library Board. The final quarter of the year was particularly challenging as the Corporation navigated its way through working in a COVID-19 environment.

Public Interest Disclosures

In accordance with the provisions of s58 of the Public Interest Disclosures Act 2012, the Corporation has a procedure for dealing with disclosures made under the Act. The Manager Corporate Services is the Corporation's Public Interest Disclosures Coordinator. The Public Interest Disclosures procedures were reviewed and updated in February 2020 to reflect the name change of the Act and amendments. The Corporation has not received any disclosures directly nor has it received any referrals from the Ombudsman for the period 1 July 2019 to 30 June 2020.

Freedom of Information

The Freedom of Information Act 1982 provides people with the opportunity to obtain information held by state and local government departments and authorities. The Act gives people the right to request documents relating to their personal affairs. The Corporation did not receive any requests in the period 1 July 2019 to 30 June 2020.

Information Privacy Act

The Privacy and Data Protection Act 2014 and Health Records Act 2001 are designed to protect the private information of individuals. The Corporation has a privacy policy available through the library branches and website.

Requests for access to information held must be made in writing and addressed to:

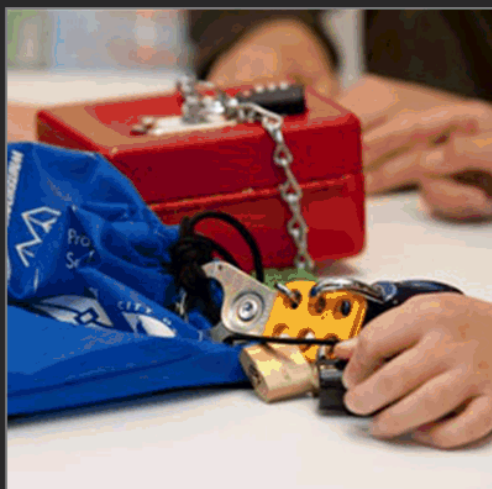
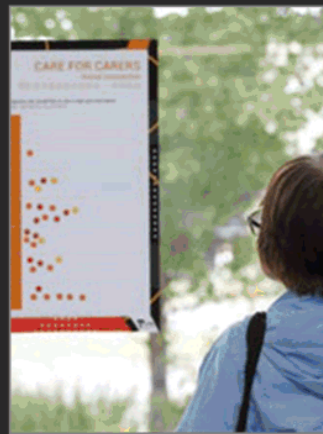
The Chief Executive Officer
Whitehorse Manningham Libraries
PO Box 3083, Nunawading, 3131.

Documents Available for Inspection

In accordance with the Local Government Act Regulations 2015, the following information is available for inspection upon request at the Administration Office, Box Hill Library, 1040 Whitehorse Road, Box Hill, Victoria during office hours by appointment from 9.00am to 5.00pm weekdays.

- ▶ Annual Reports for each financial year
- ▶ Annual Financial Statements, including an operating statement, a statement of financial position and notes to financial statements
- ▶ Agendas and minutes for ordinary and special meetings of the Library Board held in the previous twelve months
- ▶ Regional Library Agreement
- ▶ Register of delegations kept under sections 87(1) and 98(4) of the Act, including the date on which the last review took place under sections 86(6) and 98(6), respectively, of the Act
- ▶ A list of the names of organisations of which the Corporation was a member during the financial year and details of all membership fees and other amounts and services provided during that year by each organisation to the Corporation
- ▶ Names of Board members who submitted returns of interest during the financial year and dates returns were submitted
- ▶ Names of Corporation officers who were required to submit a return of interest during the financial year and dates returns were submitted
- ▶ A register of authorised officers appointed under the Act
- ▶ Details of overseas or interstate travel undertaken in an official capacity by Board members or any member of Corporation staff in the previous twelve months.

A range of Corporation documents are also available on the library website, including some of those listed above.



GOVERNANCE AND MANAGEMENT CHECKLIST

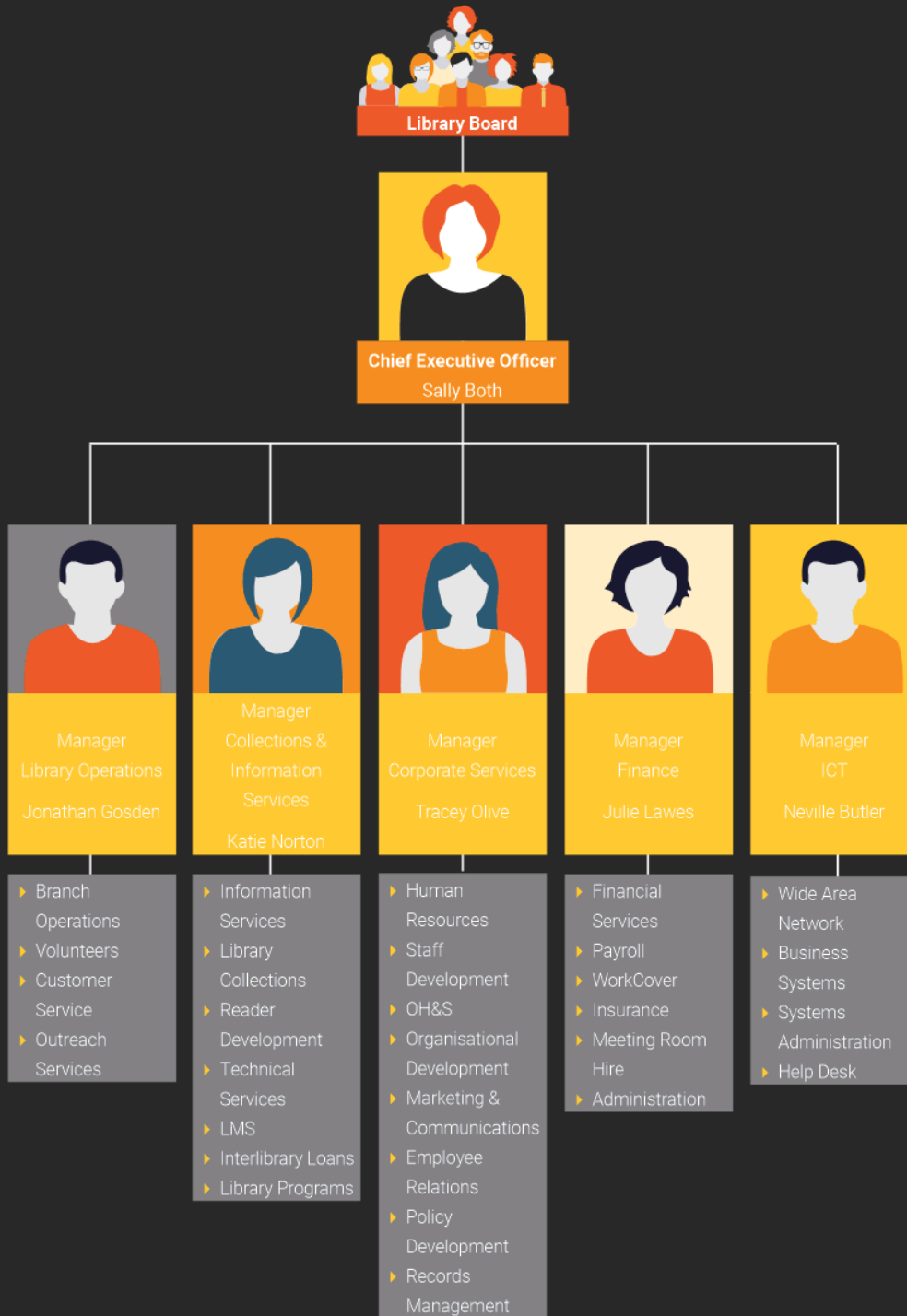
The following is a list of the Corporation's governance and management controls.

	GOVERNANCE AND MANAGEMENT ITEMS	ASSESSMENT
1	Regional Library Agreement (agreement under section 196 of the Act that sets out the agreement between the Cities of Whitehorse and Manningham to form a regional library)	Formed in accordance with section 196 of the Act. Date of operation pending confirmation from LGV of gazetted date. Agreement reviewed and signed by Member Councils in February 2017, sent to the Minister and gazetted on 27 July 2017.
2	Library Plan (plan under sections 125 and 197D of the Act that sets out the strategic objectives of the Corporation and strategies for achieving the objectives for the next four years)	Adopted in accordance to section 125 and 197D of the Act. Date of operation: 1 July 2017
3	Strategic Resource Plan (plan under section 126 of the Act outlining the financial and nonfinancial resources required for at least the next four financial years)	Adopted in accordance with section 126 of the Act. Date of adoption: 23 May 2019
4	Annual Budget (plan under section 130 of the Act setting out the services to be provided and initiatives to be undertaken over the next 12 months and the funding and other resources required)	Adopted in accordance with section 130 of the Act. Date of adoption: 23 May 2019
5	Asset Management Plans (plans that set out the asset maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years)	Date of operation of current plans: Collection Resources July 2017 Asset Register (for noncollection assets). Updated and maintained on an ongoing basis.
6	Risk Policy (policy outlining the Corporation's commitment and approach to minimising the risks to the Corporation's operations)	Date of operation: 20 February 2019
7	Fraud Prevention Policy (outlines the Corporation's commitment and approach to minimising the risk of fraud)	Date of operation of current policy: 3 April 2019
8	Procurement Policy (policy under section 186A of the Local Government Act 1989 outlining the matters, practices and procedures that will apply to all purchases of goods, services and works)	Prepared and approved in accordance with section 186A of the Local Government Act 1989. Date of operation of current policy: April 2018
9	Business Continuity Plan (plan setting out the actions that will be undertaken to ensure that key services continue to operate in the event of a disaster)	Date of operation of current plan: V1.8 March 2020 Business Continuity Management Policy and Framework reviewed June 2019.
10	ICT Disaster Recovery Plan (plan setting out the actions that will be undertaken to recover and restore ICT infrastructure and capability in the event of a disaster)	Date of operation of current plan: ICT Strategy 12 December 2018

	GOVERNANCE AND MANAGEMENT ITEMS	ASSESSMENT
11	Risk Management Framework (outlining the Corporation's approach to managing risks to operations)	Date of operation of current plan: June 2019, reviewed
12	Audit Committee (advisory whose role is to oversee the integrity of the Corporation's financial reporting processes, to oversee risks to the Corporation's operations and compliance with applicable regulatory requirements)	While not required of Regional Library Corporations under the Act, the committee was established in accordance with section 139 of the Act. Committee established: 1998 Audit Committee Charter adopted by Library Board in May 2016.
13	Internal Audit (independent accounting professionals engaged by the Corporation to provide analyses and recommendations aimed at improving governance, risk and management controls)	RSM appointed as Internal Auditor in April 2019 for a three-year period. New three-year Internal Audit Plan adopted by Audit Committee August 2019.
14	Performance Reporting Framework (a set of indicators measuring financial and nonfinancial performance indicators)	LGPRF measures reported to Member Councils in accordance with section 131 of the Act. Victorian Public Library Performance Indicators reported to PLV. Date of operation of current framework: February 2020
15	Financial reporting (quarterly statements to the Library Board under section 138 of the Act comparing budgeted revenue and expenditure with actual revenue and expenditure)	Statements presented to the Library Board in accordance with section 138(1) of the Act. Date statements presented: 28 August 2019, 11 December 2019, 26 February 2020, 27 May 2020
16	Risk reporting (annual reports of strategic risks to the Corporation's operations, the likelihood and consequences of risks occurring, and risk-minimising strategies)	Risk review completed and reported to the Audit Committee and Library Board in August 2019.
17	Annual Report (prepared in accordance with sections 131 and 196 of the Act containing a report of operations and audited financial statements)	Considered at a Library Board meeting in accordance with section 134 of the Act. Date of consideration: 16 October 2019
18	Board Member Code of Conduct (in accordance with section 76C of the Act setting out the conduct principles and dispute resolution processes to be followed by Board Members)	Reviewed in accordance with section 76C of the Act. Date of adoption: 8 February 2017
19	Delegations (a document setting out the powers, duties and functions of the Corporation delegated to the Chief Executive Officer)	Reviewed in accordance with Section 197B of the Act. Reviewed: 22 August 2018
20	Meeting procedures (a local law governing the conduct of Library Board meetings and use of the common seal)	Meeting procedures local law made in accordance with section 197F of the Act. Date local law made: 24 February 2010
21	Register of Interests (in accordance with section 81 of the Act, a register of interests declared by Board members and nominated officers)	Register maintained in accordance with section 81 of the Act.

OUR ORGANISATION

Whitehorse Manningham Regional Library Corporation



Staff Profile

As of 30 June 2020, Whitehorse Manningham Regional Library Corporation had a total of 117 employees, or 68.54 full-time equivalent (FTE), compared with 127 employees, or 70.64 FTE, at 30 June 2019. There continues to be a very high percentage of staff who are employed in a part-time capacity. Due to COVID-19, recruitment was suspended for a number of positions and these remained vacant at the end of June 2020.

Summary of the number of FTE corporation staff by department, employment type and gender

EMPLOYMENT TYPE/GENDER	BRANCH SERVICES	TECHNICAL SERVICES	ICT	CORPORATE SERVICES AND ADMINISTRATION	TOTAL
Permanent FT – female	17	1	-	2	20
Permanent FT – male	3	1	3	1	8
Permanent PT – female	45	6	-	7	58
Permanent PT – male	5	2	1	-	8
Casual – female	21	-	-	-	21
Casual – male	2	-	-	-	2
Total	93	10	4	10	117

Note that both technical services staff, administration staff and some ICT staff also undertake branch services duties on a regular basis. The technical services branch is also the home location of programs and Makerspace staff.

Summary of the number of FTE staff categorised by employment classification and gender

EMPLOYMENT CLASSIFICATION	FEMALE FTE	MALE FTE	TOTAL FTE
Band 3	17.13	5.56	22.69
Band 4	9.74	0	9.74
Band 5	18.87	2.99	21.86
Band 6	6.36	2	8.36
Band 7+	2.89	2	4.89
Band not applicable	1	0	1
Total	55.99	12.55	68.54



“Finally, a special thank you to you and your team for working under difficult circumstances to get books out to people. It means a lot. Reading certainly helps my mental health and helps me unwind before going to sleep. As an allied health care worker, it is more important than ever.”

Supporting our staff through training

Providing the community with a library service that is relevant to them means that the required skills of our staff are forever changing. Keeping up with these changes can be a challenge. Each year staff are provided with an opportunity to review their performance and contribute to their training plan for the year ahead. Almost 2,000 hours of staff training was delivered to staff via a range of different platforms. This year, training became even more important over the COVID-19 period, with staff completing a range of online training throughout the closure period.



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Building staff empathy through Homelessness Training

All WML staff were enrolled in a training course titled *Librarians and Homelessness* in December 2019.

This online course enables library staff to “confidently and compassionately solve problem behaviour from troubled individuals” (Homeless Training Institute).

Library staff were taught why some people have behaviour issues and how they can best be managed with empathy rather than with conflict.

Feedback from staff has been exceptionally positive, and there have been many changes in the way that staff interact with members of the public.



Staff feedback:

- ▷ It was great! Fabulous strategies around responding to any challenging behaviour and how much easier it is to solve the problem in the long run than to punish (and that it is never about teaching people a lesson!).
- ▷ I really felt the focus on empathy to diffuse situations [included] great pointers, nothing too hard to master, using compassion to help deal with situations was good for the staff as well as clients/patrons.
- ▷ I just finished the Core Homelessness in Libraries training and it was really, genuinely fantastic. Thank you so much for finding this training. I look forward to seeing it rolled out to everyone.



There were some really good points that have stuck with me from that training that I have already used in my personal life as well. He was an excellent presenter.



A Safe and Healthy Workplace

The Corporation is committed to providing a safe and healthy environment for both staff and library users. Bi-monthly OH&S committee meetings are held, with the minutes made available to all staff.

The last quarter of the year was particularly challenging, as we grappled with the disruption of working in a COVID-19 environment. The challenges included establishing:

- ▶ home-based Work Agreements for staff
- ▶ remote health and safety inspections of home work spaces
- ▶ mental-health support for staff, including the establishment of a Wellbeing Team
- ▶ a Wellbeing Newsletter and intranet page
- ▶ new Safe Operating Procedures
- ▶ a COVID-19 intranet page for staff communications
- ▶ reopening procedures in line with new government restrictions and regulations.

The Corporation would like to acknowledge the work that our Health and Safety Representatives did throughout the March–June 2020 period. This group worked hard to make sure that our staff and our community returned to a COVID-safe environment.

Enterprise Agreement

The Whitehorse Manningham Regional Library Corporation Enterprise Agreement 2017 was submitted to Fair Work Australia for endorsement in February 2018 and received approval on 25 June 2018. The Agreement was to be in place until 30 June 2020. Negotiations for a new agreement have commenced but due to COVID-19, negotiations have been paused.



OUR PERFORMANCE

Goal 1: Read, Learn and Discover

Contribute to community and individual wellbeing by providing accessible and engaging collections, resources and programs that encourage lifelong learning and reading for pleasure.

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
Provide high-quality collection resources relevant to the needs of our diverse community.	Benchmarking report provided to the Library Board.	Noted at Board meeting, 11 December 2019
	Resources Team reviewed and analysed collection-usage data on a monthly basis.	All collections reviewed
	Public feedback on collections and purchases received.	1,921 suggested purchases
	Chinese community book selection day.	Held February 2020
Celebrate the power of reading and literature to enrich lives.	Participation in the following National and State Programs: <ul style="list-style-type: none"> ▶ Children's Book Week ▶ Reading Hour ▶ Victorian Seniors Week ▶ National Science Week ▶ National Novel Writing Month ▶ Victorian Autumn Book Binge ▶ National Simultaneous Storytime ▶ Poetry Slam 	52,873 attendees
	Delivery of a range of exciting author talks, in person and online.	More on page 37
	Inaugural Reader Development Programs: <ul style="list-style-type: none"> ▶ Bookish Morning Tea ▶ Silent Reading Party ▶ CALD Book Group 	3 new programs
	YA Lit Festival delivered 7 September 2019	84 attendees
	Quarterly program of in-house events delivered up until March 2020.	51,556 attendees
	Inaugural online program of events delivered from May 2020 due to COVID-19.	56 adult programs, 977 attendees
Provide access to information services and programs that support lifelong learning for all in the community through our physical, online and outreach platforms.	Online membership application process streamlined to accommodate COVID-19 restrictions.	1,145 new members in closure period
	Doncaster Games Day held in November 2019	800 attendees
	Outreach Pop-up events held at: <ul style="list-style-type: none"> ▶ Aquarena ▶ Park Orchard Market ▶ Box Hill Centro 	173 visitations

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
Deliver programs and services that foster the development of literacy to help strengthen community competency.	Progress report on the implementation of the WML Literacy Strategy delivered to the Library Board.	Noted at Board meeting held 11 December 2019
	Commenced implementation of the Children's and Youth Services review recommendations.	Staffing and programs realigned
	Partnerships developed to deliver the Carers grant program.	5 partnerships
	Chinese Book Circle introduced at Box Hill Library.	Commenced September 2019
	ESL Reading Group established at Vermont South Library.	2 x 11-week programs
Deliver programs and services that provide opportunities to explore the past and discover the future.	Delivery of the Big Ideas Program: <ul style="list-style-type: none"> ▶ Abdi Aden ▶ Nicola Redhouse and Lee Kofman ▶ Seamus O'Hanlon ▶ Daniel Ziffer ▶ Christine Cummins ▶ Sandra Pankhurst ▶ Tim Costello Desert Island Reads: <ul style="list-style-type: none"> ▶ Alan Brough ▶ Carly Findlay ▶ Nevo Zisin (Midsumma Festival event) ▶ Marieke Hardy 	894 attendees at Author Talks
	FONL Literary Afternoon Tea with Lucy Treloar at Nunawading Library on 24 July 2019.	47 attendees
	Participation in the Whitehorse Heritage Week in September 2019, including attendance at Schwerkolt Cottage Heritage Family Day.	86 attendees at Storytime and 69 general enquiries
Skilled staff available to help people access the resources and information they need.	Review of Children's and Youth Services completed.	December 2019
	Online homelessness training package rolled out to all staff in December 2019	More info p. 30
	ICE training conducted throughout the region.	70 staff attended
	People and Skills Strategy reviewed.	December 2019 and April 2020





Supporting our CALD Communities

The **English as a Second Language (ESL) Reading Group** was launched as a two-semester pilot program at Vermont South Library in September 2019. Each semester ran for 10 weeks, with participants encouraged to attend all sessions. The group was aimed at ESL learners with a lower to intermediate level of English who wanted to improve their English vocabulary, pronunciation and comprehension in an informal session.

The intended and achieved outcomes were:

- ▶ increased confidence in reading English texts
- ▶ increased English vocabulary
- ▶ social connection opportunities
- ▶ increased exposure to WML English-language support materials
- ▶ reading for pleasure.

The second semester of this program was impacted by the emerging coronavirus health crisis, with some participants choosing not to attend or were not able to attend due to travel restrictions preventing them from returning to Australia. However, it was fabulous to see one of the participants return in June 2020 to proudly proclaim that she had read her first book in English on her own and was seeking recommendations for more!

Connecting Our Community with Authors and Influencers

Our community continues to enjoy connecting with authors and influencers through the Desert Island Reads series and the Big Ideas Program. We were thrilled to be able to continue to provide our community with connections to some of these speakers throughout the coronavirus shutdown period. Highlights throughout the year included sessions hosted on site by the following guests.

- ▶ Peter Hitchener
- ▶ Tim Costello
- ▶ Jack Charles
- ▶ Bruce Pascoe
- ▶ Heather Morris
- ▶ Marieke Hardy
- ▶ Lee Kofman
- ▶ Sandra Pankhurst

Throughout the shutdown period Whitehorse Manningham Libraries organised events that were delivered through Zoom. This method of delivery was a first for us and for many other library services throughout Australia. We were pleased to provide the community with an opportunity to connect with these speakers.

- ▶ Clementine Ford
- ▶ Christian White
- ▶ Chris Hammer
- ▶ Peter Walsh

International Day of Women and Girls in Science

WML celebrated International Day of Women and Girls in Science by running two parent-and-daughter STEM Robotics Workshops at the Nunawading and Doncaster libraries in February 2020. The International Day of Women and Girls in Science aims to ensure full and equal participation in science for women and girls to address the under-representation of women in STEM fields.

WML partnered with Robogals, a student-run organisation aiming to increase female participation in engineering, science and technology. We ran activities for girls aged 8 to 18 that involved using LEGO kits to learn basic robotic concepts.

The events were well received and a lot of fun, with 48 participants attending both sessions combined.



“Hi there! I attended Peter Walsh’s (online) presentation this morning and loved it! Thank you so much for organising it.”



OUR PERFORMANCE

Goal 2: Connect, Collaborate and Participate

Our library provides opportunities for social connection and community engagement. We actively invite and develop collaborative community partnerships to achieve mutual benefits.

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
Work in partnership with our Member Councils, community organisations, service providers, commercial sectors and volunteers to deliver collaborative services.	Successful application for a Readings Foundation Grant to support <i>Give the Gift of Reading</i> .	\$5,900 received
	Successful application for the Victorian Government Supporting Carers Locally Grant to deliver programs to Chinese carers.	\$12,132 received
	Give the Gift of Reading delivered in partnership with MCHS and EDVOS.	270 books delivered to 90 disadvantaged families
	Centrelink information sessions held throughout the library service.	5 sessions
	Libraries After Dark funding grant submitted and reached shortlisting, however funding was not achieved.	Not achieved
	Tap donations for enhancement programs trialled in the last three months of 2019.	Moderate success
Explore new ways for people to connect with technology, ideas and others through participatory programs, events and activities.	Over 30 programs were offered during Victorian Seniors Week in October 2019.	300 participants
	Adult programming offered via YouTube and Zoom throughout the COVID-19 period.	975 attendances
	Some Outreach programming cancelled due to COVID-19 restrictions and library closure.	April–June events program modified
	Online Makerspace programs made available in May and June 2020.	164 attendees
Create free and safe physical and online spaces and services that facilitate social connection.	Risk assessment embedded into program planning each quarter.	Commenced Winter 2019
	Public Technology Conditions of Use reviewed and updated.	January 2020
	Online programming introduced in response to COVID-19.	Commenced May 2020

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
Communicate with our community to help people discover the value of the library and what it has to offer them.	Regular library articles included in both Whitehorse and Manningham Council publications.	Updated monthly
	Direct communications with member councils throughout COVID-19 period.	Updated weekly
	Book packs and information brochures posted to library members by request throughout May and June 2020.	2,158 home deliveries
	Brochures, signage and information made available in community languages where applicable.	4 languages
	Implementation of the WML Marketing Plan.	Ongoing
Participate in statewide and national public-library initiatives to increase awareness and engagement with library services.	Participation in statewide steering groups: Advocacy, Read, Statistics.	3 Staff
	Participation in statewide special interest groups.	5 groups
	Active participation in the <i>Libraries Change Lives</i> advocacy project.	Social media posts
	Participation in state-wide Autumn Book Binge, uptake impacted by COVID-19.	Limited up-take
	Ongoing participation in the 1000 Books Before School Program.	516 enrolments up to end March 2020



Our Partners

Working with community partners enables us to plan and develop library services relevant to local needs. Whitehorse Manningham Libraries values the partners and sponsors we have worked with over the last year and looks forward to continuing these relationships in the future. We would like to acknowledge the following organisations for their invaluable contributions throughout the year.

PARTNERSHIP ACKNOWLEDGEMENTS	
A Little Chinese Adventure	Heide Museum of Modern Art
Access Health and Community	Home Instead Senior Care
Austin Health	iDareU: Inspiring people with Disabilities through Awareness, Resources, Empowerment and Unity
Australian Librarian and Information Association (ALIA)	Inspiring Australia
Australian Reading Hour	KOGO
Australian Taxation Office	#Loveozya
Benevolence Australia	Manningham Art Gallery
Better Hearing Australia	Melbourne Writers Festival
Better Reading: Australian Reading Hour	Midsumma Festival
Beyond Blue	National Simultaneous Storytime
BMV Chinese Book Supplier	Nearmi National
Bolinda	Onemda
Box Hill Centro – Coffee with a Cop program	The Pines Learning Centre
Centrelink	Readings
Children's Book Council of Australia	Ready Tech Go
Chinese Parents Special Support Network	Rejoice Community Centre
Civica	Robogals
Consumer Affairs Victoria	Royal Society of Victoria
Deakin University	Schwerkolt Cottage
Dementia Australia	State Government Victoria – Department of Health and Human Services
Doncare	State Government Victoria – Department of Environment, Land, Water and Planning
EACH Health Promotion	State Library Victoria
Eastern Community Legal Centre	Stroke Foundation
EDVOS (Eastern Domestic Violence Service)	The Real Santa Store
Fernwood Gym Bulleen	Victorian Seniors Festival
Friends of the Library (FOL)	Victorian State Government
Gamblers' Help	Warrandyte Community Centre
Games World Doncaster	Whitehorse Interfaith Network
Gateway Local Learning and Employment Network	Whitehorse Urban Harvest – Forest Hill
Good Games Box Hill	WIRE (Women's Information Referral Exchange)

Partnering with our Member Councils

Whitehorse Manningham Libraries was proud to partner with the **City of Whitehorse** by participating in the following community programs:

- ▶ Homework Help/Tutoring
- ▶ The Ancient Nature of Yoga – Heritage Week
- ▶ Meals on Wheels – assistance with publicising home delivery in closure period
- ▶ Sustainable Living Week
- ▶ Seniors Week
- ▶ Whitehorse Tree Education Program
- ▶ In Sickness and In Health – Heritage Week
- ▶ Schwerkolt Cottage Heritage Family Day – Heritage Week
- ▶ Outreach mobile library service to Council-operated childcare centres
- ▶ Spring Festival.

Whitehorse Manningham Libraries was a proud partner with **Manningham City Council**, participating in the following community programs:

- ▶ International Women's Day
- ▶ Children's Week
- ▶ Community Care – assistance with publicising home delivery in closure period
- ▶ Art Smart Stories – Manningham Art Gallery
- ▶ Outreach mobile library service to Council-operated childcare centres
- ▶ Reconciliation Week Dreamtime Storytimes
- ▶ Manningham Carols at Ruffey Lake
- ▶ Far Flung – connecting intergenerational families.



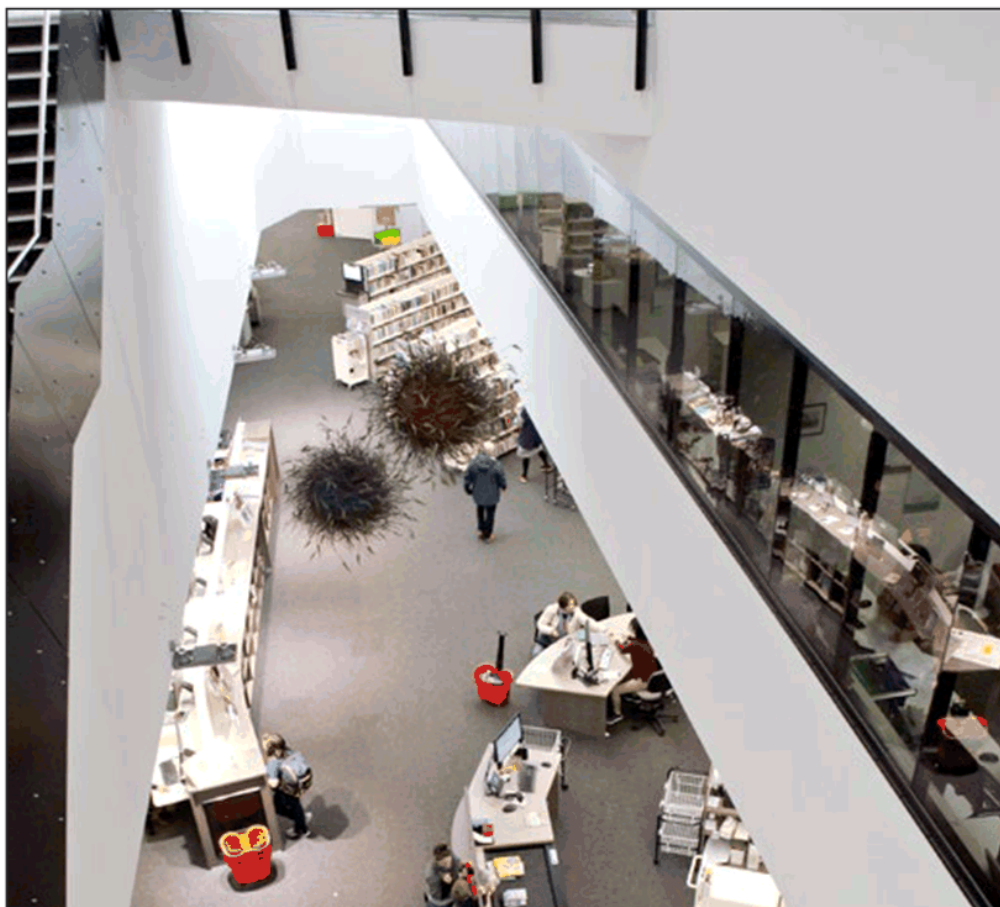
Connecting our Community to Technology

Makerspace Upcycling Robot Factory Challenge (Strawbees)

WML applied for and were delighted to receive a funding grant from the Partnership Network Grant program and the Victorian Inspiring Australia program. This enabled the Makerspace team to purchase a Strawbees coding and robotics construction system to run six activities from November 2019 to January 2020. The activities involved building an upcycling plant to create parts from waste material to then be used in the making of interactive and programmable machines.

The first activity commenced at Nunawading Library during National Recycling Week. Young people from local schools and community youth organisations were invited to participate in the challenge activity, which involved designing and creating interactive robots using recycled and sustainable materials. Participants worked in teams to use Strawbee connectors made from waste material; they used the connectors to design and create interactive robots using sustainable construction tubes. The initial pilot was well received, followed by five more challenge events at the Box Hill, Doncaster, The Pines, Vermont South and Bulleen libraries in the weeks immediately following. The program structure was designed to encourage awareness of and engagement in local STEM activities with a creative and engaging challenge activity. The total attendance from the six sessions was 118 children.





KEEPING OUR COMMUNITY CONNECTED THROUGHOUT COVID-19

Libraries had to pivot to a whole new method of service delivery throughout the COVID-19 closure period, and then once again when we were able to reopen in June 2020. The COVID-19 Fast Facts on page 47 provide some insights, but there is much more to the picture than just numbers. Our libraries have provided our community with a much needed respite from the stresses of living with a pandemic. Our doors may have been closed, but here are some of the ways in which we kept our services running.

Engaging Children and Youth

- ▶ Regular online Storytimes three times a week
- ▶ Online activities for school kids every Saturday
- ▶ Fortnightly online science activities (some with kits of supplies posted to children)
- ▶ Online technology and Makerspace activities
- ▶ Family-friendly lifestyle online Zoom sessions on topics such as manga art, worm farming, Young Adult author talks, and yoga
- ▶ Book reviews and online reading recommendations
- ▶ Interactive online competitions and celebrations of special occasions
- ▶ Daily challenges to keep children engaged through reading, writing, puzzles, craft and science activities
- ▶ Activity packs sent out to 1000 Books Before School participants to encourage them to keep engaging with books
- ▶ Teenage short story competition
- ▶ Teenage short film competition
- ▶ Virtual outreach visits to preschools, childcare centres and Maternal and Child Health groups

Engaging Our CALD Community

- ▶ Celebrating different cultural festivals: Eid, IDAHOBIT, and Reconciliation Week, through online programming
- ▶ Providing home delivery of books in diverse languages while the library was closed
- ▶ Providing online storytimes in Greek and Mandarin
- ▶ Providing online English Conversation Programs via Zoom
- ▶ Distributing Council information translated into community languages through our home delivery service

Engaging Our Whole Community

- ▶ Access to free online downloadable eBooks, audio books, information sessions, movies, music, newspapers, magazines and training courses
- ▶ Regular eNewsletters distributed to members, keeping them up to date with service delivery changes
- ▶ Home deliveries of library material when library buildings were closed
- ▶ Continued provision of Story Circle program to four aged-care facilities via Zoom, and use of WML story kits
- ▶ Introduction of a Click and Collect service when restrictions allowed
- ▶ Safe access to library buildings and collections as soon as restrictions were eased
- ▶ Provision of real-time adult programs with a huge range of topics, such as: authors, expert speakers, health and wellness sessions (eg yoga and art therapy), and small-group film and book discussions
- ▶ Virtual instruction sessions for digital platforms, devices and online services
- ▶ Home Library Service staff made phone calls to vulnerable clients during this time and continued deliveries either via the courier service or by staff when restrictions were eased. Dedicated printed newsletter for Home Library Service clients to keep them connected.
- ▶ Online chat and phone service was made available during closure period
- ▶ Ability to join the library online and access content immediately
- ▶ Regular book reviews provided on social media channels

“Losing libraries was the very worst of the lockdown for me – and doubtless for many book lovers. What u folks at WML have been doing is caring, supportive and completely awesome. Thank you all so much.”

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OUR PERFORMANCE

Goal 3: Experience

Our libraries are important civic spaces where all the community should feel welcome. We strive for excellence in all aspects of our services to ensure a positive and responsive experience for all customers.

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
Implement a customer-focused service model that facilitates positive service interactions and user experiences.	Unattended Children policy reviewed and made available in additional community languages.	4 languages
	Consolidated welcome material into one brochure.	Available in 4 languages
	Feedback stored in records management system and reviewed regularly.	Quarterly reviews
Provide safe, welcoming and accessible physical spaces that encourage use by all in the community.	Review and replacement of signage at Box Hill Library, including bilingual signage.	Completed February 2020
	Libraries reopened after a period of closure due to COVID-19 restrictions – modified floor spaces to accommodate government restrictions.	June 2020
Work towards creating inspiring and flexible spaces that adapt to the changing needs and expectations of the community.	Location and activity data on The Pines library provided to Manningham Council.	November 2019
	Updated GIS map of Manningham Libraries locations and catchment areas completed.	November 2019
Ensure the library's digital spaces are accessible and easy to navigate.	Collaborative purchasing arrangements for eResources placed on hold due to COVID-19.	Paused
	Investigation into new website providers; recommendation made following a request for quote process.	Recommendation made June 2020.
Implement policies and services that are responsive to community expectation and reduce barriers to access.	Proposal to cease reservation charges developed and endorsed by Library Board.	Endorsed May 2020
	<i>Give the Gift of Reading</i> appeal launched in November 2019.	\$4,000 raised
Maintain a technology infrastructure that ensures reliable connectivity, security and capacity for growth.	RFID equipment refreshed at Blackburn and ramp removed.	September 2019
	High capacity internet links installed and operational.	March 2020
	Replacement of Multi-Function Device at Box Hill Administration.	June 2020
	Completion of server replacement, Windows 10, Office 2019 and updated Standard Operating Environment for all staff workstations.	June 2020
	Updated phone software and server storage.	June 2020
Provide rewarding volunteer experiences that enhance and extend the library's service offering.	ICT Strategy implemented	Ongoing
	Review of English-language programs delivered by volunteers.	Recruitment and enrolment processes modified
	Online request form developed for patrons to register interest in accessing the Home Library Service.	February 2020
	Volunteer morning tea held to acknowledge service in September 2019.	50 attendees
	Acknowledgement event for Friends of Nunawading Library postponed due to COVID-19.	Postponed
Virtual acknowledgement of volunteers on social media and appreciation cards sent due to COVID-19.	May 2020	

Our Volunteers – Thank You!!

Whitehorse Manningham Libraries are extremely fortunate to have a large team of volunteers who are an invaluable part of our team.

Like many other aspects of our library service, some of our volunteer programs were paused throughout the COVID-19 shutdown period. This year we thanked our volunteers virtually through our social media pages as part of National Volunteer Week. We look forward to welcoming them back in 2020/21.

Some fast facts about our volunteers:

- ▶ Total of 158 volunteers
- ▶ 38 recruited in 2019/20
- ▶ 27 volunteer resignations in 2019/20
- ▶ 17 of our volunteers have been assisting with the Home Library Service for over 10 years

The following library services would not have been possible without the assistance and dedication of our volunteers:

- ▶ Home Library Service – delivering materials to over 530 individual clients and 61 retirement villages and aged-care facilities
- ▶ Conversation Circles – providing an opportunity to those learning English to practise their skills in a friendly group session
- ▶ Conversation Buddy Program – providing one-on-one assistance to adults learning English
- ▶ Story Circle Program – provided to aged-care facilities, stimulating discussion around themed topics

Farewell to FONL and Hello to Friends of the Library

Friends of Nunawading Libraries (FONL) was officially dissolved as an association in March 2020. In consultation with Whitehorse Manningham Libraries, all committee members transitioned to being Friends of the Library volunteers and now operate under the library's volunteer framework.

FONL have supported the library through fundraising and literary events, donating over \$134,000 since 2004. These funds have been used to support the delivery of a range of reading and lifelong learning programs.

We are really pleased to be able to continue working with this amazing group of volunteers, who will now be known as the Friends of the Library.

Structured Workplace Learning

This year was the first time WML provided a placement to a student participating in the VCAL Structured Workplace Learning Program. This placement was made possible through a partnership with the Gateway Local Learning and Employment Network and the Heatherwood School. A student

with a mild intellectual disability was able to gain workplace skills by working at two of our branch libraries one day a week for a semester. The experience was a rewarding one for the student and staff at Vermont South and Blackburn Libraries.

OUR PERFORMANCE

Goal 4: Value

We apply best-practice principles to our working processes, ensuring our services continue to be relevant and sustainable.

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
Maintain sound governance practices and ensure compliance with legislative and regulatory requirements.	VAGO report on Council Libraries reported to the Library Board.	Presented at 11 December 2019 Board meeting
	PLV submission to Victorian State government ahead of the 2020/2021 budget presented to the Library Board. Letters of support from the Board for the submission sent to members of parliament.	Presented at 11 December 2019 Board Meeting
	Register of interest forms completed by Board members.	Completed
	Regular briefings to the Library Board throughout COVID-19 period.	Weekly briefing issued
	2018-2019 Financial Statements and Annual Report endorsed by the Library Board.	Endorsed 16 October 2019
	Audit Committee charter adopted by the Library Board.	Adopted 11 December 2019
	The following Corporate Policies have been reviewed and updated: <ul style="list-style-type: none"> ▶ Employee Disciplinary Policy ▶ Corporation Email, Intranet and Internet Policy ▶ WML Security Policy ▶ Public Technology Conditions of Use ▶ Election Period Policy ▶ Fleet and Vehicle Safety Policy ▶ Audit Committee Charter 	8 policies updated
	Procurement Manual reviewed and Procurement Conflict of Interest Declaration form implemented.	January 2020
	Public Interest Disclosure Procedures adopted by the Library Board.	Adopted February 2020
	Review of Local Laws 1 and 2 commenced and will be completed in the next quarter.	Commenced June 2020
Manage risk effectively.	Review of Risk Status and report to Audit Committee and Library Board.	Reported August 2019
	COVID-19 Risk Assessment developed for reopening libraries to the public.	May 2020
	Control measures implemented to support a COVID-safe environment for staff and public.	Equipment purchased May/June 2020
	Transition of FONL committee members to library volunteers to mitigate risk to individuals.	Transition completed February 2020
	Asset register maintained.	June 2020

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
Manage risk effectively. (Cont.)	Business Continuity Plan reviewed and updated.	January 2020
	Development and implementation of COVID-19 Response Plan and Return to Business Plan.	April 2020
	ICT Disaster Recovery plan tested. Failover of servers within Hyper-V environment successfully tested.	January–June 2020
	External expertise engaged to review WMLs long-term financial strategy. Presented report findings to the Library Board.	Board workshop February 2020
Ensure effective business processes and practices are implemented.	New three-year Internal Audit Plan endorsed by Audit Committee, audits scheduled.	August 2019
	Internal audits completed December 2019: <ul style="list-style-type: none"> ▶ Corporate Credit Cards and Expense Reimbursement ▶ Fraud and Corruption Framework ▶ Procurement and Accounts Payable 	3 internal audits
	Intranet review commenced, with anticipated completion of the project by December 2020.	Commenced June 2020
Utilise technology to streamline operations and enhance functionality.	Implemented digital purchase-order and invoicing workflows through CM9.	July 2019
Maintain strong corporate performance reporting practices.	Participated in the VAGO audit of Victorian Public Libraries.	September 2019
	Annual Fundraising Report 2018–19 submitted to Consumer Affairs Victoria	September 2019
	Acquittal of Premier's Reading Challenge Grant 2018-2019	Completed 1 October 2019
	Acquittal of State Government Public Library Funding Program 2018–19, completed July 2019	Completed July 2019
	Mid-year report to State Government Public Library Funding Program 2019–20	Completed January 2020
	Contributed to Member Councils' annual reporting processes.	July 2019 and January 2020
Implement robust data collection, analysis and evaluation methods to measure outcomes and impacts.	Reporting of KPIs established to measure ICT Strategy performance.	Quarterly reporting
	Collection of library-usage statistics.	Ongoing
	New measures for LGPRF have been introduced.	February 2020
	Independent analysis of 2018/19 WML performance against PLV annual benchmarks completed and presented to Library Board.	11 December 2019
	Feedback surveys conducted at random events through the year.	Ongoing

KEY STRATEGY	KEY ACHIEVEMENTS	INDICATORS
Inform and educate stakeholders on the value of the library in the community.	Give the Gift of Reading fundraising from November to December 2019	\$4,000 raised
	Bequest collateral finalised in January 2020. Public release delayed due to COVID-19.	Delayed
	Launch of the Bert Lewis room held on 4 September 2019 in recognition of Mr Lewis' contribution to the library and the local community.	35 attendees
Be a leader in our industry by encouraging staff engagement with innovation and emerging trends.	Participation in the Deakin Interns in Industry program throughout July–September 2019, hosting one marketing student.	Presentation September 2019
	Preliminary discussions with Monash University regarding potential research collaboration on multilingual libraries project. Funding application submitted. Suspended due to COVID-19.	Suspended
	First structured workplace learning student placed at Vermont South Library in August 2019 for four months.	1 student
	Staff participation in PLV SIGs, FinPro, FE user group, Spydus user group, Meerkin and Apel HR network, FYB user group.	Ongoing
	Secondment of library staff enabled.	1 secondment to Yarra City, one from Yarra Plenty Regional Library
	Limited-term opportunities provided to staff in a range of areas, including secondments throughout COVID-19 period.	Internal secondments enabled
	Annette Watt completed PLV/SLV Shared Leadership Program 2019.	Presentation 2 September 2019
	CEO participated as a mentor to a PLV/SLV Shared Leadership Action Learning Group.	1 mentor
	Staff development program transitioned to online formats in March 2020.	329 Hours of training April–June 2020

The Bert Lewis Room

The official launch of the Bert Lewis Room was held on 4 September 2019 and included presentations from the Box Hill Historical Society and author Stuart Kells. The Chair of the Board, Cr Tina Liu, welcomed her fellow Whitehorse Councillors and members of Mr Lewis’ family to the opening. It was great to see members of the library community, including past and present staff members, at the event.

The renaming of the room to honour Bert Lewis’ contribution to Whitehorse public library services and to our broader community life was adopted by Whitehorse Council in November 2018, following a proposal by the Box Hill Historical Society.

Throughout his long career Bert Lewis was a strong advocate for the value of public libraries. Under his direction the single Box Hill Library service grew to become the Box Hill–Doncaster Regional Library with multiple branches and a bookmobile service. In 1973 he oversaw the development and relocation of the Box Hill Library from a small octagonal building in the middle of Whitehorse Road to a new and much larger building, out of which the Box Hill Library continues to operate today.



Grants

Grants give WML an opportunity to provide services that would not normally be possible within our current resourcing. This year we applied for a number of grants, through which we were successful in gaining additional funding for specific projects. The acquittal of some of these grants will be delayed due to COVID-19.

Pierre Gorman Award

The Pierre Gorman Award, valued at \$25,000, is given biennially by the Library Board of Victoria to support leadership in development of public library services for people with disabilities.

We were delighted to be the recipient of the 2020 Pierre Gorman Award for Our Library, Our Program: a job-ready initiative.

The grant will enable us to deliver a pilot program providing the opportunity for adults living with a disability to gain work-ready skills through work experience in library events management. An Adult Education Tutor will be engaged to design and deliver the program curriculum, train library staff, and create a framework with recommendations for replication or extension of the pilot program. Program participants in conjunction with project partners will design, plan and host a public library event, encouraging visibility of people living with a disability and increasing participant employability.

This project has had to be postponed due to the COVID-19 health emergency and will be delivered as soon as it is safe to do so.

Beyond The Doors Fundraising

This year WMRLC continued the Beyond the Doors fundraising campaign to support the provision of special reading, literacy and learning services for people experiencing disadvantage. The highly successful Give the Gift of Reading early literacy project was a component of this campaign and ran over the 2019 Christmas period.

All programs delivered using donated funds are in addition to existing core library services and programs. No donated funds are used for administration costs.

	2019/20
Opening balance of the fund	\$3,023.39
Total funds raised	\$5,719.72
Interest	\$12.04
Total funds expended	\$4,085.55
Funds remaining	\$4,669.60

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Readings Foundation Grant

Established by Readings' managing director Mark Rubbo in 2009, the Readings Foundation assists Victorian organisations that support the development of literacy, community integration and the arts.

In November 2019 WML were fortunate to receive a grant of \$5,900 to extend the delivery of the Give the Gift of Reading Program. This program acknowledges that parents and carers are a child's first teachers, and the home environment is the key to early-childhood literacy. A child whose family is experiencing vulnerable circumstances, hardship or disadvantage is most at risk of starting school with fewer literacy prerequisites, and children who start school behind typically stay behind.

Beyond its direct literacy benefits, reading contributes positively to personal wellbeing, health, social and economic outcomes. An individual's personal wellbeing is developed through active engagement in all aspects of life – at home, at work, at leisure. These outcomes are jeopardised by low-level literacy skills.

Drawing on research demonstrating a direct relationship between books in the home environment and the level of education attained, the Give the Gift of Reading project will assist by providing gift bags of books and 'at-home Storytime kits' to families experiencing disadvantage.

The library will also work with partner organisations to provide support for families who are at risk or in crisis, to reduce barriers to accessing library services.

Supporting Carers Locally Grant

In December 2019 we were informed that our grant application to provide a 10-month program to support the health and wellbeing of local Chinese-speaking carers was successful.

Research indicates that carers from Culturally and Linguistically Diverse backgrounds can experience significant feelings of isolation, particularly newly arrived residents with limited family support or low English proficiency. The program aims to provide a range of free activities which encourage wellbeing and community participation for local carers who may feel isolated. The Victorian Department of Health and Human Services Grant of \$12,132 will enable us to deliver the program in partnership with the following organisations: Chinese Parents Special Support Network, Doncare, iDareU, Onemda and Pines Learning.

The program was launched in early March 2020 but due to COVID-19 restrictions, the rollout of events has been paused until restrictions are lifted.



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FINANCIAL REPORT

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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 (Finance and Reporting) Regulations 2014*, Australian Accounting Standards and other mandatory professional reporting requirements.



Principal Accounting Officer

Julie Lawes

Date: 31 August 2020

In our opinion, the accompanying financial statements presents fairly the financial transactions of the Whitehorse Manningham Regional Library Corporation for the year ended 30 June 2020 and the financial position of the Corporation as at that date.

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

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



Councillor Dot Haynes

Date: 31 August 2020



Councillor Tina Liu

Date: 31 August 2020



Chief Executive Officer

Sally Both

Date: 31 August 2020



Independent Auditor's Report

To the Board members of Whitehorse Manningham Regional Library Corporation

Opinion	<p>I have audited the financial report of Whitehorse Manningham Regional Library Corporation (the corporation) which comprises the:</p> <ul style="list-style-type: none"> • balance sheet as at 30 June 2020 • comprehensive income statement for the year then ended • statement of changes in equity for the year then ended • statement of cash flows for the year then ended • statement of capital works for the year then ended • notes to the financial statements, including significant accounting policies • certification of financial statements. <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2020 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the <i>Local Government Act 1989</i> and applicable Australian Accounting Standards.</p>
Basis for Opinion	<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 <i>APES 110 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>
Board members' responsibilities for the financial report	<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 determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board Member 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>

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

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

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

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

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

MELBOURNE
11 September 2020



Sanchu Chummar

as delegate for the Auditor-General of Victoria

COMPREHENSIVE INCOME STATEMENT

For the Year Ended 30 June 2020

	Note	2020	2019
		\$	\$
INCOME			
Council Contributions	2.1	9,103,701	8,922,278
State Government Grants		1,778,230	1,734,859
Other Income	2.3	254,051	302,845
Other Grants	2.2	222,986	162,281
Interest from Investments		50,813	95,557
Total Income		11,409,781	11,217,820
EXPENSES			
Employee Costs	3.1	7,173,351	7,280,374
Depreciation	3.2	1,223,012	1,194,734
Information Technology		391,503	347,535
Audit and Finance Costs	3.4	44,095	38,721
Collection Resources		262,090	285,537
Grant Expenditure		101,975	59,138
Warrandyte Library Expenses		229,483	257,763
Other Expenses	3.5	1,037,974	912,486
Loss on disposal of property, plant and equipment	3.3	443,502	653,713
Total Expenses		10,906,985	11,030,001
Surplus/(Deficit) for the year		502,796	187,819
Total Comprehensive Result		502,796	187,819

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

BALANCE SHEET

As at 30 June 2020

	Note	2020	2019
		\$	\$
ASSETS			
Current Assets			
Cash and cash equivalents	4.1	2,872,587	2,324,237
Trade Receivables		47,912	72,081
Other assets	4.2	86,943	101,018
Total Current Assets		3,007,442	2,497,336
Non-Current Assets			
Property and Equipment	5.1	7,310,730	6,859,752
Total Non-Current Assets		7,310,730	6,859,752
Total Assets		10,318,172	9,357,087
LIABILITIES			
Current Liabilities			
Payables	4.3	945,752	503,765
Provisions	4.4	1,446,484	1,429,926
Total Current Liabilities		2,392,236	1,933,691
Non-Current liabilities			
Provisions	4.4	180,952	181,208
Total Non-Current Liabilities		180,952	181,208
Total Liabilities		2,573,189	2,114,900
Net Assets		7,744,984	7,242,188
Equity			
Members Contribution on Formation		3,922,043	3,922,043
Accumulated Surplus		3,822,941	3,320,145
Total Equity		7,744,984	7,242,188

The above balance sheet should be read with the accompanying notes

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2020

	Total 2020	Accumulated Surplus 2020	Members Contribution 2020
	\$	\$	\$

2020

Balance at beginning of the financial year	7,242,188	3,320,145	3,922,043
Surplus for the year	502,796	502,796	0
Balance at end of the financial year	7,744,984	3,822,941	3,922,043

	Total 2019	Accumulated Surplus 2019	Members Contribution 2019
	\$	\$	\$

2019

Balance at beginning of the financial year	7,054,369	3,132,326	3,922,043
Surplus for the year	187,819	187,819	0
Balance at end of the financial year	7,242,188	3,320,145	3,922,043

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

STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2020

	Note	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Council Contributions		10,014,071	9,814,506
Government Grants		1,778,230	1,734,859
Interest Income		77,612	98,730
Library Fines, FONL income, Grants (gst free)		255,235	239,071
Other Income		244,893	254,991
Employee Costs		(7,136,257)	(7,331,442)
Payments to suppliers (inclusive of GST)		(2,013,450)	(2,490,036)
Net GST payments		(554,490)	(564,974)
Net cash provided by in operating activities	8.1	2,665,844	1,755,705
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of Equipment		14,000	21,000
Payment for Library Stock, Information Technology & Furniture		(2,131,494)	(1,969,275)
Net cash investing activities		(2,117,494)	(1,948,275)
Net increase in cash and cash equivalents		548,350	(171,571)
Cash and cash equivalents at beginning of the year		2,324,237	2,495,808
Cash and cash equivalents at the end of the financial year	4.1	2,872,587	2,324,237
Financing arrangements	4.5		

The above cash flow statement should be read with the accompanying notes

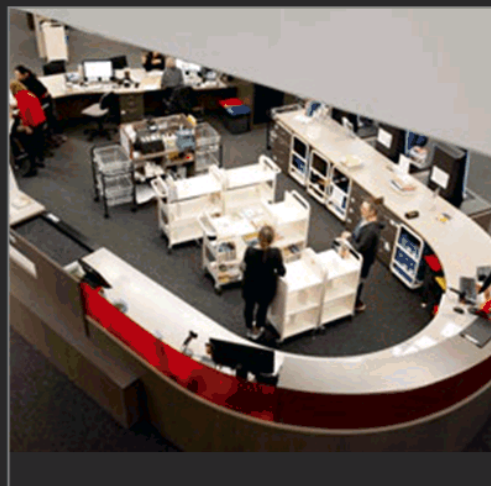
STATEMENT OF CAPITAL WORKS

For the Year Ended 30 June 2020

	2020	2019
	\$	\$
PLANT AND EQUIPMENT		
Library Stock	1,722,400	1,704,359
Furniture and Equipment	67,388	29,215
IT Replacement	283,231	201,616
Motor Vehicles Replacement	58,474	34,085
Total Capital Works Expenditure	2,131,493	1,969,275
REPRESENTED BY		
Renewal	2,131,493	1,969,275
Total Capital Works Expenditure	2,131,493	1,969,275

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Annual Report 2019/20



OVERVIEW

Introduction

The Whitehorse Manningham Regional Library Corporation was established under Section 196 of the *Local Government Act 1989* by the Minister of Local Government on 12 December 1995. The Corporation's headquarters is located at 1040 Whitehorse Road, Box Hill.

These financial statements constitute a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards (AAS), other authoritative pronouncements of the Australian Accounting Standards Board, 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, revenue 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 for library collections, computer equipment and furniture (refer to note 5.1) and
- ▶ 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.



NOTE 1

Performance against budget

The budget comparison notes compare the Corporation'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. The Corporation has adopted a materiality threshold of 10% where further explanation is warranted. Explanations have not been provided for variations below the material threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by the Corporation on 22 May 2019. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for revenue and expense targets in this budget in order to meet the Corporation'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*.

1.1 Income and Expenditure

	BUDGET 2020 \$	ACTUAL 2020 \$	VARIANCE 2020 \$	VARIANCE 2020 %	REF
INCOME					
Council Contributions	8,833,162	9,103,701	270,539	3%	1
State Government Grant	1,767,822	1,778,230	10,408	1%	
Other Income	353,000	254,051	(98,949)	-28%	2
Other Grants	128,942	222,986	94,044	73%	3
Interest from Investments	85,000	50,813	(34,187)	-40%	4
	11,167,926	11,409,781	241,855		
EXPENDITURE					
Employee costs	7,498,672	7,173,351	(325,321)	-4%	
Depreciation	1,602,449	1,223,012	(379,437)	-24%	5
Information Technology	383,772	391,503	7,731	2%	
Audit and Finance Costs	34,000	44,095	10,095	30%	6
Collection Resources	250,960	262,090	11,130	4%	
Other Expenses	922,740	1,037,974	115,234	12%	7
Grant Expenditure	128,942	101,975	(26,967)	-21%	8
Warrandyte Library Expenses	-	229,483	229,483	100%	1
Net loss on disposal of property and equipment	-	443,502	443,502	100%	9
	10,821,535	10,906,985	85,450		
Surplus/(deficit) for the year	346,391	502,796	156,405	0	

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Council Contributions	The Corporation received a 2% increase in the 2019/2020 funding from Member Councils. Income and expenditure for Warrandyte Library is not included in the Budget preparation as City of Manningham fund this branch outside of the Regional Library Agreement.
2	Fees and Charges	Revenue from user fees and charges continued to decline. This is an industry wide trend. Due to COVID-19 the library was closed for a number of weeks. During this time no income was received from library patrons and meeting room users.
3	Other Grants	The Corporation received a number of small grants for specific projects that were not anticipated. A \$25,000 grant was received from Whitehorse Council for Library Initiatives projects and \$20,00 for Furniture. Pierre Gorman Award for 25,000 was received in May from State Library Victoria, Supporting Carers Locally for \$12,132 from DHHS and a \$5,364 grant from Readings Foundation.
4	Interest	Interest on Investments includes the interest earned on both short term and at call accounts and also interest earned on the Long Service Reserve. The interest on LSL is not included in the budget figures. Due to decreased interest rates, it is a lot lower than budgeted.
5	Depreciation	Full year depreciation expenses came in lower than budgeted largely due to new assets purchased towards the end of the year rather than the start of the year.
6	Financial Costs	Additional costs were incurred as a result of finalising long-term projects and the completion of three internal audits for this financial year.
7	Other Expenses	Expenditure in Programs and Marketing was higher than anticipated due to an increase in the number of library programs delivered across the region. Warrandyte Library is not reflected in the budget as it is an additional service provided by the Corporation at the request of Manningham City Council. However, the income is reflected as part of Council Contributions. Over 150K was expended unexpectedly in relation to COVID-19. Savings in salaries, office expenses and utilities offset the overexpenditure of \$115K.
8	Grants Expenditure	Grants expenditure was less than budgeted as some of the projects have carried over to be completed early in the 2020/2021 year.
9	Loss on disposal of property and equipment	The Corporation does not include in the budget any profit or loss from the disposal of assets. The disposal of library stock provided by the Library Management System is the only disposals for the financial year

Whitehorse Manningham Library

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1.2 Capital Works

	BUDGET 2020 \$	ACTUAL 2020 \$	VARIANCE 2020 \$	VARIANCE 2020 %	REF
INCOME					
Library Stock	1,696,577	1,722,400	25,823	2%	
Furniture & Equipment	59,102	67,388	8,286	14%	1
Information Technology	210,000	283,231	73,231	35%	2
Motor Vehicles Replacement	25,000	58,474	33,474	134%	3
Total Capital Works Expenditure	1,990,679	2,131,493	140,814		
REPRESENTED BY:					
Renewal	1,990,679	2,131,493	140,814	7%	
Total Capital Works Expenditure	1,990,679	2,131,493	140,814		

(i) Explanation of material variations

VARIANCE REF	ITEM	EXPLANATION
1	Furniture and Fittings	Funds were carried over from the 18/19 year for furniture and equipment. The actual amount also includes assets that were purchased from the Whitehorse grant money.
2	Information Technology	Funds from uncompleted projects from the 18/19 year were carried over to this year to enable completion.
3	Motor Vehicles Replacement	The budget allows for the changeover costs of vehicles while the actual cost for the 19/20 year was the full vehicle cost.

NOTE 2

Funding for the delivery of our services

2.1 Council Contributions

	2020	2019
	\$	\$
Whitehorse City Council	5,307,497	5,178,046
Manningham City Council	3,525,665	3,439,674
Manningham City Council – Warrandyte	270,539	304,558
	9,103,701	8,922,278

2.2 Other Grants

	2020	2019
	\$	\$
Local Priorities Grant	93,591	91,308
Libraries Initiatives Project	25,000	25,000
Friends of Nunawading Library	4,000	6,074
Premiers Reading Challenge	35,899	35,899
Whitehorse Furniture	20,000	0
Pierre Gorman Award	25,000	0
Other	19,496	4,000
	222,986	162,281

Council Contributions and Grants are recognised as revenue when the Corporation obtains control over the funds.

2.3 Other Income

	2020	2019
	\$	\$
Overdue Charges	80,439	105,786
Photocopying Services	39,633	56,754
Other Service Charges	78,688	101,366
Sale of Products	8,140	12,928
Library Programs & Activities	5,844	4,514
Fundraising	5,758	5,561
Insurance – re flood damage Box Hill Library	0	10,234
Sundry Income	35,549	5,701
	254,051	302,845

Revenue for overdue fines and other charges, interest on investments, sale of assets and other income is recognised at the time of receipt.

NOTE 3

The cost of delivering services

3.1 Employee Costs

	2020	2019
	\$	\$
Wages and Salaries	6,307,047	6,452,507
Annual Leave	54,742	(22,016)
WorkCover	30,733	25,364
Superannuation	588,175	607,470
Staff Training Expenses	37,094	50,492
Long Service Leave	155,560	166,557
	<u>7,173,351</u>	<u>7,280,374</u>

b. Superannuation

	2020	2019
	\$	\$

The Corporation made contributions to the following funds

Defined Benefit Fund

Employer contributions to Local Authorities

Superannuation Fund (Vision Super)	<u>87,768</u>	<u>100,941</u>
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Employer contributions payable at reporting date.	0	0
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Accumulation funds

Employer contributions to Local Authorities

Superannuation Fund (Vision Super)	380,442	384,403
Employer contributions – other funds	119,966	122,126
	<u>500,407</u>	<u>506,529</u>

Employer contributions payable at reporting date.	0	0
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Refer to 8.2 for further information relating to the Corporation's superannuation obligations.

3.2 Depreciation

	2020	2019
	\$	\$
Library Stock	877,232	837,114
Furniture and Equipment	92,814	103,240
Computer Equipment	231,737	236,613
Motor Vehicles	21,229	17,767
	1,223,012	1,194,734

Refer to note 5.1 for a more detailed breakdown of depreciation and accounting policy.

3.3 Disposal of Assets

	2020	2019
	\$	\$
Library Stock		
Proceeds from sale of Library Stock	0	0
Written down value of assets written off	(442,854)	(628,160)
Gain/(Loss) on disposal of assets	(442,854)	(628,160)
Furniture and Equipment		
Proceeds from sale of furniture and equipment	0	0
Written down value of assets disposed		(29,423)
Gain/(Loss) on disposal of assets	0	(29,423)
Motor Vehicles		
Proceeds from sale of motor vehicles	14,000	21,000
Written down value of assets sold	(14,648)	(17,130)
Gain/(Loss) on disposal of assets	(648)	3,870
Total loss on Disposal of Assets	(443,502)	(653,713)

3.4 Audit and Finance Costs

	2020	2019
	\$	\$
Audit fee payable to Victorian Auditor General	10,300	10,300
Internal audit fees – RSM	26,270	21,880
Other finance costs	7,525	6,541
	44,095	38,721

3.5 Other Expenses

	2020	2019
	\$	\$
Cleaning, Security	199,925	215,707
Utility Costs	226,021	262,959
Headquarters Costs	65,121	78,102
Couriers	48,078	55,371
Professional Services	49,549	41,445
Insurance	54,860	50,298
Office Expenses	50,193	45,669
Programs and Marketing Costs	134,639	125,336
Vehicle Maintenance	16,366	15,098
Fundraising Expenditure	4,959	2,537
Covid-19 Crisis costs	165,389	0
Staff Amenities	22,874	19,964
	1,037,974	912,486

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NOTE 4

Our financial position

4.1 Financial Assets

Cash and cash equivalents

	2020	2019
	\$	\$
Cash on Hand	1,500	1,500
Cash at Bank	47,411	54,003
Money Market call account	76,190	185,709
Term Deposits	1,443,459	627,893
Money Market – restricted LSL	1,304,028	1,455,132

Total financial assets

2,872,587	2,324,237
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For the purpose of the statement of cash flows, cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less, net of outstanding bank overdrafts.

4.2 Non-financial assets

Other assets

	2020	2019
	\$	\$
Prepayments	81,427	68,702
Accrued Income	5,516	32,316
Total other assets	86,943	101,018

4.3 Payables

	2020	2019
	\$	\$
Creditors	672,111	330,180
Accrued Expenses	273,641	173,585
	945,752	503,765

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4.4 Provisions

	2020	2019
	\$	\$
Annual Leave		
Balance at beginning of the financial year	466,241	488,257
Additional Provisions	546,437	535,737
Amounts Used	(491,696)	(557,753)
Balance at end of the financial year	520,982	466,241
Long Service Leave		
Balance at beginning of the financial year	1,144,894	1,163,960
Additional Provisions	172,107	179,160
Amounts Used	(210,547)	(198,226)
Balance at end of the financial year	1,106,454	1,144,894
(a) Employee provisions		
Current provisions expected to be wholly settled within 12 months		
Annual Leave	436,546	379,387
Long Service Leave	17,203	81,593
	453,749	460,980
Current provisions expected to be settled after 12 months		
Annual Leave	84,436	86,854
Long Service Leave	908,299	882,092
	992,735	968,946
Total current employee provisions	1,446,484	1,429,926
Non current provisions		
Long Service Leave	180,952	181,208
Total non current provisions	180,952	181,208
Total Provisions	1,627,436	1,611,135

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.

4.5 Financing arrangements

The Corporation has the following funding arrangements in place as at the end of the year.

	2020	2019
	\$	\$
Bank overdraft	20,000	20,000
Credit card facilities	14,000	14,000
Total facilities	34,000	34,000
Used facilities	5,142	6,910
Unused facilities	28,858	27,090
	34,000	34,000

Key assumptions:

	2020	2019
▶ discount rate	0.87%	1.32%
▶ weighted average increase in employee costs	4.25%	4.31%
▶ settlement	7 yrs	7 yrs

NOTE 5

Assets we manage

5.1 Summary of property and equipment

	OPENING ASSET	OPENING DEPRECIATION	AT COST 30 JUNE 2019	ADDITIONS	DEPRECIATION	DISPOSALS SOLD	DISPOSALS WRITTEN OFF	AT COST 30 JUNE 2020
	\$	\$	\$	\$	\$	\$	\$	\$
Library Stock	13,343,796	(7,713,826)	5,629,970	1,722,400	(877,231)		(442,854)	6,032,284
Furniture & Equipment	1,912,697	(1,307,546)	605,151	67,388	(92,814)			579,726
Computer Equipment	4,342,762	(3,788,925)	553,837	283,231	(231,737)			605,331
Motor Vehicles	121,645	(50,852)	70,793	58,474	(21,229)	(14,648)		93,390
TOTAL	19,720,900	(12,861,149)	6,859,751	2,131,493	(1,223,012)	(14,648)	(442,854)	7,310,730

a. Recognition and measurement of assets

The Corporation has adopted the purchase method of accounting in relation to the measurement of the acquisition of assets, being the fair value of the assets provided as consideration at the date of acquisition plus any incidental cost attributable to the acquisition. In accordance with the Corporation's policy, the threshold limits below have been applied when recognising assets within an applicable asset class. (Same as applied in 2018/2019)

CLASS OF ASSET	THRESHOLD LIMIT
Library Stock	Nil Limit
Audio Visual	Nil Limit
Electronic Resources	Nil Limit
Computer Hardware	\$1,000
Computer Equipment	\$1,000
Motor Vehicles	Nil Limit
Furniture and Equipment	\$1,000

b. Depreciation of non current assets

Library Stock, motor-vehicles, furniture and equipment, including computer equipment and other assets having limited useful lives are systematically depreciated over their useful lives to the Corporation. Estimates of remaining useful lives and residual values are reassessed annually. Depreciation is recognised on either the straight-line basis or diminishing value basis using rates that are, unless otherwise stated, consistent with the prior year:

	USEFUL LIFE	DEPRECIATION BASIS
Library Stock	10 Years	Straight Line
Audio Visual	5 Years	Straight Line
Electronic Resources	2 Years	Straight Line
Computer Equipment	3 Years	Straight Line
Computer Hardware	5 Years	Straight Line
Motor Vehicles	4.44 Years	Diminishing
Furniture and Equipment	6.67 Years	Diminishing

c. Repairs and maintenance

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of 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.

d. Land and Buildings

The library branches are operated out of Council-owned or leased properties. The libraries at Box Hill, Nunawading, Vermont South and Blackburn are operated from Whitehorse Council controlled, owned and maintained buildings. The libraries at Doncaster, The Pines, Warrandyte and Bulleen are operated from buildings controlled, owned or leased by Manningham Council.

NOTE 6

People and Relationships

6.1 Board and Key Management Remuneration

a. Names of persons holding the position of a Responsible Person at the Whitehorse Manningham Regional Library Corporation for the period 1 July 2019 to 30 June 2020

Key Management Personnel

Councillors

Cr Tina Liu
City of Whitehorse

Cr Prue Cutts
City of Whitehorse (to December)

Cr Andrew Munroe
City of Whitehorse (From December)

Cr Dot Haynes
City of Manningham

Cr Sophy Galbally
City of Manningham (from December 2019)

Cr Mike Zafropoulos AM (to December 2019)

Council Representatives

Ms Noelene Duff
City of Whitehorse (to August 2019)

Mr Simon McMillan
City of Whitehorse (from October 2019)

Mr Andrew Day
City of Manningham

Community Representatives

Ms Carole Jean
City of Whitehorse (from October 2019)

Mr Ian Keese
City of Manningham

Chief Executive Officer

Ms Sally Both
Whitehorse Manningham Regional Library Corporation

b. Remuneration of Key Management Personnel

Board Members who are Councillors and Officers nominated by the Member Councils do not receive remuneration from Whitehorse Manningham Regional Library Corporation.

	2020	2019
	\$	\$
Total remuneration of key management personnel was as follows:		
Short term benefit	185,378	179,959
Post-Employment Benefits	16,412	16,061
Other long-term benefits	4,378	4,192
	<u>206,168</u>	<u>200,212</u>

Total remuneration of key management personnel persons were within the following band:

	No.	No.
\$200,000 – \$209999	1	
	<u>1</u>	<u>1</u>

Whitehorse Manningham Library

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d. Senior Officers Remuneration

A Senior Officer other than a Responsible Person, is an officer of the Corporation who has management responsibilities and reports directly to the Chief Executive Officer or whose total annual remuneration exceeds \$151,000.

There were no Senior Officers other than Responsible Person whose total annual remuneration exceeds \$151,000.

6.2 Related party disclosure**a. Transactions with related parties****Revenue**

Contributions received from Member Councils are detailed under 2.1 Council Contributions. These payments are made quarterly in advance in July, October, January and April.

Other Revenue received from Member Councils

Manningham City Council	270,539	304,558
Reimbursement of Warrandyte library expenses		
Whitehorse City Council		
Additional grants for specific projects	45,000	25,000
Hire of meeting rooms	102	102

Expenses

Manningham City Council		
Warrandyte Library Expenses	229,483	257,763
Utilities reimbursement – Doncaster Library	19,500	26,000
Mayoral Ball Tickets	1,091	109
Training	0	165
Whitehorse City Council		
Headquarters Rental	51,150	68,200
Utilities reimbursement		
– Nunawading, Vermont South and Blackburn Libraries	42,540	52,074
Homework Support Program	16,500	16,500

b. Loans to/from related parties

No loans were made to or received from related parties.

c. Commitments to/from related parties

There are no commitments in existence at balance date.

d. Other Transactions

Manningham and Whitehorse Councils provide library floor space to the Corporation. Any charges related to the leasing or maintenance of these branch libraries are not passed on to the Corporation. The councils do not charge the Corporation for these leases.

The Whitehorse Manningham Regional Library Corporation leases the headquarters space at the Box Hill and Nunawading branches for \$51,150 (2018/2019 \$68,200) per annum from City of Whitehorse on a three-monthly basis. There is no formal tenancy agreement so it is considered to be an open-ended agreement and the charge is not at a commercial rate.

Other related party transactions have been considered and there are no matters to report.

NOTE 7

Managing uncertainties

7.1 Contingent assets and liabilities

a. Contingent assets

At the reporting date, the Corporation had no contingent assets (2018-19: Nil).

b. Contingent liabilities

Superannuation

The Corporation 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.

Liability Mutual Insurance

The Corporation is a participant of the MAV Liability Mutual Insurance (LMI) Scheme. The LMI scheme provides public liability and professional indemnity insurance cover. The LMI scheme states that each participant will remain liable to make further contributions to the scheme in respect of any insurance year in which it was a participant to the extent of its participant's share of any shortfall in the provision set aside in respect of that insurance year, and such liability will continue whether or not the participant remains a participant in future insurance years.

7.2 Change in accounting standards

The Corporation has adopted AASB 15 Revenue from Contracts with Customers, AASB 16 Leases and AASB 1058 Income of Not-for-Profit Entities, from 1 July 2019. This has resulted in changes in accounting policies. Due to the nature of the Corporation's revenue and leases, there was no impact upon adoption.

a. AASB 15 Revenue from Contracts with Customers – Impact of Adoption

AASB 15 Revenue from Contracts with Customers applies to revenue transactions where the Corporation provides services or goods under contractual arrangements.

AASB 15 Revenue from Contracts with Customers requires revenue from contracts with customers to be recognised as the Corporation satisfies the performance obligations under the contract.

Upon adoption, there was no significant impact to the financial statements.

b. AASB 16 Leases

AASB 16 Leases requires right of use assets and related liabilities for all lease agreements to be recognised on the balance sheet. The Statement of Comprehensive Income is to separately recognise the amortisation of the right of use asset, and the finance costs relating to the lease.

For leases with nil consideration, the Corporation has elected to not recognise a right of use asset in line with AASB 16 Leases.

For leases with lease terms less than 12 months, the Corporation had elected not to apply the requirements AASB 16 Leases as allowed by the standard.

c. AASB 1058 Income of Not-for-Profit Entities

AASB 1058 Income of Not-for-Profit Entities applies to income received where no contract is in place.

The Corporation adopted AASB 1058 Income of Not-for-Profit Entities using the modified (cumulative catch up) method. Income for 2019 is not adjusted, because the new standard is only applied from the date of initial application.

AASB 1058 Income of Not-for-Profit Entities requires

income to be recognised as the Corporation satisfies the performance obligations under the contract.

There has been no significant impact to the financial statement upon adoption of AASB 1058 Income of Not-for-profit entities.

7.3 Financial instruments

a. Objectives and policies

The Corporation's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables) payables (excluding statutory payables) and bank borrowings. 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 and financial liability is disclosed in the financial statements. Risk management is carried out by senior management under policies approved by the Corporation. These policies include identification and analysis of the risk exposure to the Corporation and appropriate procedures, controls and risk minimisation.

b. Market risk

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. The Corporation'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. The Corporation 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. The Corporation 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*. We manage interest rate risk by adopting an investment policy that ensures:

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

There has been no significant change in the Corporation'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 the Corporation's year end result.

c. Credit Risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on some financial assets included in our balance sheet. To help manage this risk:

- ▶ we have a policy for establishing credit limits for the entities we deal with;
- ▶ we may require collateral where appropriate; and
- ▶ we only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

The credit risk with receivables is very low as it relates to one member council.

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

We may also be subject to credit risk for transactions which are not included in the balance sheet, such as when we provide a guarantee for another party.

The maximum exposure to credit risk at the reporting date to recognised financial assets is the carrying amount, net of any provisions for impairment of

those assets, as disclosed in the balance sheet and notes to the financial statements. The Corporation does not hold any collateral.

d. Liquidity risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements or not having sufficient funds to settle a transaction when required, we would 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 the Corporation:

- ▶ has a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained;
- ▶ 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.

The Corporation's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed in the balance sheet and the amounts related to financial guarantees disclosed, and is deemed insignificant based on prior periods' data and current assessment of risk.

There has been no significant change in the Corporation'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.

7.4 Fair Value Measurement

e. Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Corporation 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 year-end rates of .25%.

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

Fair value hierarchy

The Corporations' financial assets and liabilities are not valued in accordance with the fair value hierarchy, the Corporation's financial assets and liabilities are measured at amortised cost.

7.5 Events occurring after balance date

There are no subsequent events of which the Corporation is aware, that would affect the information provided within these Financial Statements.

7.6 Impact of COVID-19 pandemic on Corporation's operations and 2019-20 financial report

On 30 January 2020, COVID-19 was declared as a global pandemic by the world health organisation. Since then, various measures have been taken by all three levels of Government in Australia to reduce the spread of COVID-19. This crisis and measures taken to mitigate it have impacted the Corporation's operations for the financial year ended 30 June 2020.

This has impacted, and continues to impact, the normal operations of the library services. The full financial impact of COVID-19 is unknown. The situation and the financial implications for the library are being closely monitored and managed.

NOTE 8

Other matters

8.1 Reconciliation of cash flows from operating activities to surplus or deficit

	2020	2019
	\$	\$
Surplus for the year	502,796	187,819
Depreciation	1,223,012	1,194,734
(Profit)/Loss on Disposal of Fixed Assets	443,502	632,713
Changes in assets and liabilities		
(Decrease)/Increase in Receivables	24,170	(6,127)
(Decrease)/Increase in Accrued Income	26,799	3,173
(Decrease)/Increase in Prepayments	(12,725)	10,318
Increase/(Decrease) in Employee Provisions	16,303	(41,083)
Increase/(Decrease) in Payables	441,987	(225,842)
Net cash provided by operating activities	2,665,844	1,755,705

8.2 Superannuation

The Corporation makes the majority of its employer superannuation contributions in respect of its employees to Vision Super (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently.

Accumulation

The Fund's accumulation categories 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 2020, this was 9.5% as required under Superannuation Guarantee legislation). (2018/2019 9.5%)

Defined Benefit

The Corporation 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 the Corporation 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.

Funding Arrangements

The Corporation makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary. For the year ended 30 June 2020, this rate was 9.5% of members' salaries (9.5% in 2018/2019).

A triennial actuarial review is currently underway for the Defined Benefit category as at 30 June 2020 and is expected to be completed by 31 December 2020.

As at 30 June 2019, 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 the Corporation is a contributing employer was 107.1%.

The financial assumptions used to calculate the VBIs were:

Net investment returns	6.0% pa
Salary information	3.5% pa
Price inflation (CPI)	2.0% pa

Vision Super has advised that the estimated VBI at May 31, 2020 was 105%. The VBI is to be used as the primary funding indicator. Because the VBI was above 100%, the June 2019 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 full actuarial investigation conducted by the Fund Actuary, the Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2020, this rate was 9.5% of members' salaries (9.5% in 2018/2019). This rate is expected to increase in line with any increases in the SG contribution rate and reviewed as part of the 30 June 2020 triennial valuation.

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

Funding calls

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

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

Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated. Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up.

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

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

The 2019 interim actuarial investigation surplus amounts

An actuarial investigation is conducted annually for the Defined Benefit category of which Whitehorse Manningham Regional Library Corporation is a contributing employer. Generally, a full actuarial investigation is conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2019 and a full actuarial investigation was conducted as at 30 June 2017.

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

	2020	2017
	\$m	\$m
A VBI surplus	\$151.30	\$69.80
A total service liability surplus	\$233.40	\$193.50
A discounted accrued benefits surplus	\$256.70	\$228.80

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 2019.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2019.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2019.

The Corporation was notified of the 30 June 2019 VBI during August 2020. (2019: August 2019).

The 2020 triennial actuarial investigation

A triennial actuarial investigation is being conducted for the Fund's position as at 30 June 2020. It is anticipated that this actuarial investigation will be completed by 31 December 2020. The financial assumptions for the purposes of this investigation are:

	2020	2017
	Triennial investigation	Triennial investigation
Net Investigation Return	5.6% pa	6.5% pa
Salary inflation	2.50% pa for the first two years and 2.75% pa thereafter	3.5% pa
Price inflation	2.0% pa	2.5% pa

There were no contributions outstanding and no loans issued from or to the above schemes as at 30 June 2020.

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2021 is \$89,523.

GLOSSARY

Acquisitions

The ordering, purchasing and accessioning of new library materials

Baby Karaoke

Early literacy program with songs and nursery rhymes for parents and babies under 18 months

CALD

Culturally and Linguistically Diverse

Collection

Includes any and every article forming the contents of the library collection of resources available for borrowing, reference or perusal

Depreciation

An accounting allowance made for a loss in value of capital

eAudiobooks

Electronic audiobooks downloaded for use on an MP3 player or electronic device

eBooks

Electronic books downloaded for use on an electronic device

FE

FE Technologies; supplier of RFID equipment

FONL

Friends of Nunawading Libraries

FOL

Friends of the Library

Home Library Service

Service provided to community members unable to attend a library due to illness, age or frailty

Interlibrary Loan

A loan of a collection item provided to or provided by another library service

Item

Includes any and every article forming the contents of the library collection of resources available for borrowing, reference or perusal

LGPRF

Local Government Performance Reporting Framework

Library

All the library facilities, resources and activities provided by or under the management or control of the Corporation

Library Board

Governing body of the Whitehorse Manningham Regional Library Corporation

Library Management

Software system utilised to manage the acquisition and circulation of library system materials, including the provision of the online library catalogue

Library Plan

Identifies the Corporation's objectives and strategic direction

Library Resources

Materials available for loan or use in the library

LOTE

Languages Other Than English

Member

A person, school or institution holding a current and valid library membership card

Outreach

Services provided by the library to the community through locations other than library branches

Patron

Any person making use of the library service

PLV

Public Libraries Victoria – the peak body for Victorian public libraries

Reader Development Programs

Programs, services and resources provided to assist patrons in the selection of reading materials

Reference Enquiry

Customer request for information, handled by library staff

Region

The Whitehorse and Manningham local authority areas

RFID

Radio Frequency Identification technology that transmits data using radio waves

SPUN

Spydus User-group Network

STEM

Science, Technology, Engineering, Mathematics

Stock

Includes any and every article forming the contents of the library collection of resources available for borrowing, reference or perusal

Strategic Resource

Identifies how the Corporation will use its resources to implement the Library Plan

VALA

Victorian Association for Library Automation – Libraries, Technology and the Future

Web Renewal

Extension to the period of loan for a library item, performed via the internet

Wi-Fi

A standard for wirelessly connecting electronic devices to the internet

WML

Whitehorse Manningham Libraries

WMRLC

Whitehorse Manningham Regional Library Corporation

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www.wml.vic.gov.au

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[i/whitehorsemanninghamlibraries](https://www.instagram.com/whitehorsemanninghamlibraries)

ADMINISTRATION

1040 Whitehorse Road
Box Hill 3128
P. 9896 4333

BLACKBURN LIBRARY

Cnr Blackburn and Central Roads
Blackburn 3130
P. 9896 8400

BOX HILL LIBRARY

1040 Whitehorse Road
Box Hill 3128
P. 9896 4300

BULLEEN LIBRARY

Bulleen Plaza
Manningham Road
Bulleen 3105
P. 9896 8450

DONCASTER LIBRARY

MC Square
687 Doncaster Road
Doncaster 3108
P. 9877 8500

NUNAWADING LIBRARY

379 Whitehorse Road
Nunawading 3131
P. 9872 8600

THE PINES LIBRARY

The Pines Shopping Centre
Cnr Blackburn and Reynolds Roads
East Doncaster 3109
P. 9877 8550

VERMONT SOUTH LIBRARY

Pavey Place
Vermont South 3133
P. 9872 8650

WARRANTDYTE LIBRARY

Warrandyte Community Centre
168 Yarra Street
Warrandyte 3113
P. 9895 4250