

YARRA PLENTY
REGIONAL LIBRARY

AGENDA PAPER

and
accompanying documents
for the

Ordinary Meeting of the Board
of the
Yarra Plenty Regional Library Service

Thursday 29 February 2024

at
6.00pm

Ivanhoe Library & Cultural Hub
Clara Southern Room
275 Upper Heidelberg Road, Ivanhoe VIC 3079

TO BOARD MEMBER

Yarra Plenty Regional Library Board Meeting will be held on:

DATE AND TIME:

Thursday 29 February 2024 at 6.00pm

LOCATION:

Ivanhoe Library & Cultural Hub, 275 Upper Heidelberg Road, Ivanhoe 3079
Clara Southern Room

APOLOGIES:

If you cannot attend the meeting, please email dlamb@yprl.vic.gov.au
by **Monday 26 February 2024**

Chief Executive Officer

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A. Welcome and Apologies

B. Acknowledgement to Traditional Custodians

“YPRL acknowledges the Wurundjeri, Woi-wurrung peoples of the Kulin Nation as the Traditional Owners of this Land, paying respects to all Aboriginal and Torres Strait Islander Elders past, present and emerging who have resided in the area. We support the Uluru Statement from the Heart.”

C. Disclosures of Interest, declaration of Pecuniary and Conflict of Interest

D. Confirmation of the Minutes of the Meeting 7 December 2023

SECTION D

Confirmation of the Minutes

Meeting of Thursday 7 December 2023

E. Presentation of General Reports

SECTION E

Presentation of General Reports

Agenda Item 1: Election of YPRL Chair and Deputy Chair (DECISION)

Responsible Officer: Chief Executive Officer

Author: Jane Cowell, Chief Executive Officer

REPORT

SUMMARY

As specified in the Section 4.3 of the Yarra Plenty Regional Library Service Agreement, it is necessary to elect a new Chairperson and Deputy Chairperson at the first meeting in each calendar year.

The Agreement specifies that these positions be taken in rotation and that for 2024, the Chair come from the City of Whittlesea and the Deputy Chair from Nillumbik Shire Council.

The Chief Executive Officer shall act as Chair pro tem for these elections.

RECOMMENDATION

THATbe appointed as Chair of the YPRL Board for 2024.

M: _____

S: _____

THATbe appointed as Deputy Chair of the YPRL Board for 2024.

M: _____

S: _____

Agenda Item 2: YPRL Audit Committee and CEO Employment Matters Sub Committee Appointments (DECISION)

Responsible Officer: Chief Executive Officer
Author: Jane Cowell, Chief Executive Officer

REPORT

SUMMARY

This report is for the Board's decision.

INTRODUCTION

A review of appointments to both the YPRL Audit Committee and CEO Employment Matters Sub Committee is required.

The YPRL Audit Committee meets on a regular basis to discuss issues arising from the finance and administration area of the library.

The CEO Employment Matters Sub Committee meets six-monthly to review and discuss the CEO's performance.

REPORT

The Board is required to elect one Board member from each member Council to both the YPRL Audit Committee and CEO Employment Matters Sub Committee.

The next meeting of the Audit Committee is scheduled for Thursday 18 April 2024 and is scheduled to meet four (4) times per year. Other meetings may be called as required. The Audit Committee is chaired by an Independent Chair, Kerrie Jordan, who was appointed in 2018.

The CEO Employment Matters Sub Committee is responsible for the recruitment and performance review of the CEO. The Committee is supported in the performance review process by the independent consultant, Margaret Devlin, Managing Director, Centre for Organisation Development, who was appointed in 2021. The Committee meets twice a year with the next meeting to be scheduled for Wednesday 17 July 2024 to undertake the CEO annual performance review.

CONSULTATION

N/A

CRITICAL DATES

The Board is required to appoint representatives from each LGA to form the YPRL Audit Committee prior to the next scheduled meeting of 2024 and one Board member from each LGA to the CEO Employment Matters Sub Committee.

FINANCIAL IMPLICATIONS

N/A

POLICY STRATEGY AND LEGISLATION

Local Government Act 1989, Sections 139 & 97A (1)

LINKS TO LIBRARY PLAN

Outcome:

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

Priorities:

- People and capacity.
- Governance and technology.

DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

RECOMMENDATION

THAT the Board resolve to APPOINT:

Cr(Banyule)

Cr(Nillumbik) and

.....(Whittlesea) to the YPRL Audit Committee.

M: _____

S: _____

THAT the Board resolves to APPOINT:

Cr.....(Banyule)

Cr(Nillumbik) and

**.....(Whittlesea) to the YPRL CEO Employment Matter Sub
Committee.**

M: _____

S: _____

Agenda Item 3: YPRL Board Code of Conduct Signing

Responsible Officer:	Chief Executive Officer
Author:	Jane Cowell, Chief Executive Officer
Attachment:	3 – YPRL Board Code of Conduct 2024

REPORT

SUMMARY

This report is for Board Members' action.

INTRODUCTION

This report notes the requirement of Board Members to receive a copy of the YPRL Board Code of Conduct (as attached) and for Board Members to sign a declaration agreeing to abide by the Code.

REPORT

The 2024 Board of YPRL is made up of nominees from each of the Member Councils and notification of these nominees was received by YPRL in late 2023.

As a Regional Library Corporation, Yarra Plenty Regional Library must comply with Section 76 C of the Local Government Act 1989 as applicable to Regional Library Corporation by Section 196 (7)(a) of the LGA. Section 76 C (6) means that a copy of the Code of Conduct must be:

- Given to each Member of the Board.
- Available for inspection by the public in the Corporation's office and any district offices; and
- Published on the Corporation's website.

CONSULTATION

N/A

CRITICAL DATES

The Code of Conduct is required to be signed within the term of the Board Member's appointment.

FINANCIAL IMPLICATIONS

N/A

POLICY STRATEGY AND LEGISLATION

Local Government Act 1989

LINKS TO LIBRARY PLAN

Outcome:

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

Priorities:

- People and capacity.
- Governance and technology.

DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

RECOMMENDATION

THAT the Board Members AGREE to sign, via DocuSign, the attached declaration to abide by the Yarra Plenty Regional Library Corporation Board Code of Conduct.

M: _____

S: _____



Yarra Plenty Regional Library Board Code of Conduct¹

This Code of Conduct was adopted by resolution of the Yarra Plenty Regional Library Service (YPRL) on 17 December 2020 and in accordance with Section 76c of the *Local Government Act 1989 (the Act)*.

1.0 Preliminary

YPRL is governed by a Board, comprising six Members who are appointed by member councils in accordance with the Act.

The role of the Board is to provide library service policy and planning on behalf of member councils. This includes:

- a) consideration of the diverse needs of the local community in decision making;
- b) providing leadership by establishing strategic objectives and monitoring their achievement;
- c) maintaining the viability of YPRL by ensuring that resources are managed in a responsible and accountable manner; and
- d) advocate on behalf of YPRL to member Councils, community stakeholders and governments for the advancement of library services;

This Code of Conduct for Board Members sets out to strengthen the working relationships between Members. It recognises that the establishment of good working relationships between Members and with members of YPRL's staff is the basis for a solid and effective team, to represent the member council communities and provide leadership and guidance for the future of YPRL.

The Objectives, Role and Function of the Board are set out in the Library Agreement 2020-2025.

2.0 Board Member Conduct

A Board Member must observe the Code of Conduct whenever they:

- a) engage in the business of YPRL;
- b) conduct the business of the office to which they have been appointed; or
- c) act as a representative of YPRL.

2.1 Conduct Principles

Each Board Member has a responsibility to comply with the Primary Conduct Principles specified Sections 76b and 76ba of the Act.

The primary conduct principle requires the Board Member to:

- a) act with integrity;
- b) impartially exercise their responsibilities in the interests of the local community; and

1. Section 76C of the Local Government Act 1989 (the Act) requires each council to adopt a Code of Conduct for Councillors. Councils are required to review their Codes within 4 months after each general election of Councillors. These provisions also apply to Regional Library Corporations.



2.4 Particular Conduct - Position of Trust

Board Members recognise that they hold a position of trust and will not misuse or derive undue benefit from their positions. Accordingly:

- a) Board Members will avoid conflicts of interest and comply with the relevant provisions of the Act and this Code of Conduct relating to conflicts of interest;
- b) Board Members will not exercise undue influence on other Board Members, YPRL staff or members of the public, library users, contractors or suppliers to gain or attempt to gain an unfair advantage for themselves;
- c) Board Members will not accept gifts in their roles as Board Members except;
 - Where the gift would generally be regarded as only having a token value,
 - Where refusal of the gift may cause offence or embarrassment, in which case the gift may be accepted on behalf of YPRL and becomes the property of YPRL.

YPRL, as part of its public transparency, will maintain a register of gifts received over the value of \$50.00 and the Chief Executive Officer should be advised of all such gifts so they can be recorded in the register.

2.5 Particular Conduct - Public Resources

Board Members will exercise appropriate prudence in the use of public resources. This includes:

- a) Maintaining appropriate separation between their personal property and public property in the care of YPRL;
- b) Not using public resources, including staff and equipment for personal purposes; and
- c) Ensuring that claims for out of pocket expenses are accurate and relate strictly to YPRL business.

2.6 Particular Conduct - YPRL Information

Board Members will treat YPRL information appropriately, by:

- a) Not using information gained by virtue of being a Board Member for any purpose other than to exercise their role as a Board Member;
- b) Respecting YPRL's policies in relation to public comments and communications with the media;
- c) Not releasing confidential information within the meaning of section 77 of the Act; and
- d) Recognising the requirements of the *Privacy and Data Protection Act 2014 (Vic)* regarding access to and the use of personal information.

2.6.1 Particular Conduct - Confidential Information

Information is confidential under section 77 of the Act if:

- a) the information was provided to the Board in relation to a matter considered in a meeting closed to members of the public, in accordance with section 89(2) the Act, and the Board has not passed a resolution that the information is not confidential; or

- c) not improperly seek to confer an advantage or disadvantage on any person.

The General Principles of conduct principles require Board Members to:

- a) avoid conflicts between their public duties as a Board Member and their personal interests and obligations;
- b) act honestly and avoid statements (whether oral or in writing) or actions that will or are likely to mislead or deceive a person;
- c) treat all persons with respect and have due regard to the opinions, beliefs, rights and responsibilities of other Board Members, YPRL staff and other persons;
- d) exercise reasonable care and diligence and submit themselves to the lawful scrutiny that is appropriate to their office;
- e) endeavour to ensure that public resources are used prudently and solely in the public interest;
- f) act lawfully and in accordance with the trust placed in them as an elected representative; and
- g) support and promote these principles by leadership and example and act in a way that secures and preserves public confidence in the office of Board Member.

2.2 Particular Conduct - Courtesy and Respect

Board Members will treat all people with courtesy and respect, recognising that there are legitimate differences in opinions, race, culture, religion, language, gender and abilities. This includes:

- a) Treating all members of the community with dignity and seeking to ensure that neither offence nor embarrassment are caused;
- b) Treating fellow Board Members with respect, even when disagreeing with their views or decisions;
- c) Adopting a professional approach at meetings, being punctual, prepared and attentive; and
- d) Acting with courtesy towards YPRL staff and avoiding intimidatory behaviour.

2.3 Particular Conduct - Integrity and Honesty

Board Members will always act with integrity and honesty and demonstrate high standards of professionalism by:

- a) Acting with integrity in all dealings with the community, with other Board Members and with YPRL staff;
- b) Always acting with impartiality and in the best interests of the community;
- c) Not acting in ways that may bring YPRL into disrepute or limit its ability to exercise good governance;
- d) Exercising reasonable care and diligence in performing their duties as Board Members; and
- e) Complying with all relevant laws, be they Federal, State or Local Laws.

- b) the information has been designated as confidential information by a resolution of the Board which specifies the relevant grounds applying under section 89(2) of the Act and the Board has not passed a resolution that the information is not confidential.
- c) the information has been designated in writing as confidential information by the Chief Executive Officer specifying the ground or grounds applying and the Board has not passed a resolution that the information is not confidential.

2.6.2 Conflict of Interest Procedures

YPRL is committed to making all decisions impartially and in the best interests of the whole community. Board Members recognise the importance of fully observing the requirements of The Act in regard to the disclosure of conflicts of interest and will comply with requirements of The Act in regard to conflicts of interest.

Board members are to notify, as soon as possible, the Board Chair, if they are unable to vote on a matter because of a conflict of interest.

2.7 Relations with YPRL Staff

In interactions with Corporation staff there must have mutual respect and understanding between Board Members and Corporation staff in relation to their respective roles functions and responsibilities. To that end:

- The Chief Executive Officer is responsible for appointing, directing or terminating YPRL staff. Board Members must respect this accountability to the Chief Executive Officer.
- Where they have concerns that a member of YPRL's staff has acted contrary to a formal YPRL policy or decision they will advise the Chief Executive Officer of their concerns. Board Members are not in a position to instruct, direct or admonish staff on any matters pertaining to the performance of their duties.
- Similarly, Board Members must respect that reports are written by staff based on their professional knowledge and skills and while one may not always agree with the report, Board Members cannot direct or influence the staff member to change the report.
- Board Members will direct all communication or enquiries regarding the Corporation to the CEO in the first instance.

2.8 Other Matters

Board Members who are aware of, or have good reasons to suspect fraud, corrupt, criminal or unethical conduct (by a Board Member, Officer or Library user) will report it immediately to the Chairperson or Chief Executive Officer.

YPRL is committed to the aims and objectives of the *Public Interest Disclosures Act 2012*. It does not tolerate improper conduct by its Board Members or staff; nor the taking of reprisals against those who come forward to disclose such conduct.

3.0 Dispute Resolution

While Board Members recognise that debate can be lively within the context of a Board or other meetings every effort will be made to ensure that the Code of Conduct, particularly as it relates to the manner in which Board Members deal with each other, is followed.

It is recognised that at times there may be disputes or grievances between Board Members. Sometimes these disputes give rise to the need for further resolution outside the arena of the Board Room. In that event the following procedure will be followed.

Before commencing any formal dispute resolution process, the Board Members who are parties to a dispute are expected to use their best endeavours to resolve the matter in a courteous and respectful manner between themselves. Where, after these endeavours have been exhausted, the matter still remains unresolved, the parties may resort to any or all of YPRL's three phase dispute resolution process.

YPRL's three phase dispute resolution process involves:

1. direct negotiation between the parties in dispute, with the Chairperson in attendance to provide guidance;
2. external mediation by an independent mediator engaged by the Chief Executive Officer; and
3. hearing before an independent arbiter.

Phase 1 - Direct Negotiation

Where Board Members who are in dispute have not been able to resolve the dispute between them, either (or both) party (parties) may request the Chairperson to convene a meeting of the parties.

A dispute referred for direct negotiation may relate to:

1. an interpersonal conflict between Board Members where the conflict is or is likely to affect the operations of YPRL; or
2. an alleged contravention of this Code of Conduct.

The party requesting the direct negotiation meeting is to provide the Chairperson with the name of the other Board Member and the details of the dispute in writing. The written request is to indicate that it is for a 'direct negotiation' dispute resolution process. Where the request relates to an alleged contravention of this Code of Conduct, the request must:

1. specify the name of the Board Member alleged to have contravened the Code;
2. specify the provision(s) of the Code that is alleged to have been contravened;
3. include evidence in support of the allegation;
4. name the Board Member appointed to be their representative where the request is made by a group of Board Members; and
5. be signed and dated by the requester or the requester's representative.

The requestor is to notify the other party of the request and provide them with a copy of the written request either at the same time as it is provided to the Chairperson or as soon as practicable thereafter.

The Chairperson is to ascertain whether or not the other party is prepared to attend a 'direct negotiation' meeting.

If the other party is not prepared to attend a meeting, the Chairperson is to advise the requestor forthwith. No further action is required of the Chairperson.

If the other party declines to participate in a meeting, this does not constitute a contravention of this Code of Conduct.

If the other party consents to a meeting, the Chairperson is to convene a meeting of the parties at the earliest available opportunity. Unless one or both parties are unavailable, this should be within 5 working days of receiving the consent of the other party.

The Chairperson may present the parties with guidelines, in advance of the meeting or at the meeting, to help facilitate the meeting.

The role of the Chairperson at the meeting is to provide guidance to Board Members about what is expected of a Board Member including in relation to the role of a Board Member and the observation of the Councillor Conduct Principles (as applicable to Board Members in their capacities as Board Members) and this Code of Conduct.

The Chairperson is to document any agreement reached at the meeting. Copies of the agreement are to be provided to both parties. Where one party does not comply with the agreement, the other party has recourse to external mediation or the internal resolution procedure where the matter relates to an alleged contravention of this Code of Conduct.

If the parties cannot resolve the dispute at the meeting, a further meeting may be convened with the consent of both parties. Where the dispute remains unresolved, either or both of the parties have recourse to external mediation or the internal resolution procedure where the matter relates to an alleged contravention of this Code of Conduct.

Where the Chairperson is a party to the dispute, the request is to be made to the Deputy Chairperson (if any) or the immediate past Chairperson. The Deputy Chairperson or the immediate past Chairperson will perform the functions ascribed to the Chairperson.

Phase 2 - External Mediation

A Board Member or a group of Board Members may make an application for a dispute to be referred for external mediation whether or not the dispute has been the subject of an application for 'direct negotiation'.

An application made for a dispute to be referred for external mediation may relate to:

1. an interpersonal conflict between Board Members where the conflict is or is likely to affect the operations of YPRL; or
2. an alleged contravention of this Code of Conduct.

The applicant is to submit a written application to the Chief Executive Officer setting out the name of the Board Member and the details of the dispute. The application is to indicate that the application is for an 'external mediation'. Where the application relates to an alleged contravention of this Code of Conduct, the application must:

1. specify the name of the Board Member alleged to have contravened the Code;
2. specify the provision(s) of the Code that is alleged to have been contravened;

3. include evidence in support of the allegation;
4. name the Board Member appointed to be their representative where the application is made by a group of Board Members; and
5. be signed and dated by the applicant or the applicant's representative.

The applicant is to notify the other party of the request and provide them with a copy of the application either at the same time that it is submitted to the Chief Executive Officer or as soon as practical thereafter.

The Chief Executive Officer is to ascertain (in writing) whether or not the other party is prepared to attend an external mediation. If the other party declines to participate in an external mediation, they are to provide their reasons for doing so in writing to the Chief Executive Officer.

When the other party declines to participate in an external mediation, this does not constitute a contravention of this Code of Conduct.

If the other party agrees to participate in an external mediation, the Chief Executive Officer is to advise the applicant and the Chairperson forthwith.

The Chief Executive Officer is to engage the services of an external mediator to conduct the mediation at the earliest practicable opportunity.

The mediator is to document any agreement reached at the meeting. Copies of the agreement are to be provided to both parties. Where one party does not comply with the agreement, the other party has recourse to the internal resolution procedure where the matter relates to an alleged contravention of this Code of Conduct.

If the parties cannot resolve the dispute at the meeting, a further meeting may be convened with the consent of both parties. Where the dispute remains unresolved, the applicant still has recourse to the following internal resolution procedure where the matter relates to an alleged contravention of this Code of Conduct.

Phase 3 – Procedure Involving Arbitrator

A Board Member or a group of Board Members may make an application alleging that a Board Member has contravened this Code of Conduct. The application must:

1. specify the name of the Board Member alleged to have contravened the Code;
2. specify the provision(s) of the Code that is alleged to have been contravened;
3. include evidence in support of the allegation;
4. name the Board Member appointed to be their representative where the application is made by a group of Board Members; and
5. be signed and dated by the applicant or the applicant's representative.

The application must be submitted to the Chief Executive Officer.

An applicant may withdraw an application for an internal resolution procedure. Once an application has been withdrawn, the same or a similar application relating to the same instance in relation to the respondent Board Member cannot be resubmitted by the applicant.

On receiving an application, the Chief Executive Officer will:

- a) advise the Chairperson of the application without undue delay;
- b) provide a copy of the application to the Board Member who is the subject of the allegation at the earliest practical opportunity but not later than two working days from receipt of the application;
- c) identify an arbiter to hear the application;
- d) obtain from the arbiter written advice that they have no conflict of interest in relation to the Board Members involved;
- e) notify the parties of the name of the proposed arbiter and provide them with the opportunity (2 working days) to object to the person proposed to be the arbiter;
- f) consider the grounds of any objection and appoint the proposed arbiter or identify another arbiter;
- g) provide a copy of the application to the arbiter as soon as practicable after the opportunity for the parties to object to an arbiter has expired;
- h) after consultation with the arbiter, advise the applicant and the respondent of the time and place for the hearing; and
- i) attend the hearing(s) and assist the arbiter in the administration of the process.

In identifying an arbiter to hear the application, the Chief Executive Officer must select an arbiter who is suitably independent and able to carry out the role of arbiter fairly.

The role of the arbiter is to:

- i) consider applications alleging a contravention of this Code of Conduct by a Board Member;
- ii) make findings in relation to any application alleging a contravention of this Code of Conduct which the arbiter must give to YPRL;
- iii) give a written statement of reasons supporting the findings to the parties at the same time as it gives its findings to YPRL; and
- iv) recommend an appropriate sanction or sanctions where the arbiter has found that a Board Member has contravened this Code of Conduct.

In considering an application alleging a contravention of this Code of Conduct, an arbiter will:

1. in consultation with the Chief Executive Officer, fix a time and place to hear the application;
2. authorise the Chief Executive Officer to formally notify the applicant and the respondent of the time and place of the hearing;
3. hold as many meetings as they consider necessary to properly consider the application. The arbiter may hold a directions hearing;
4. have discretion to conduct the hearings as they deem fit while ensuring that the hearings are conducted with as little formality and technicality as due and proper consideration of the application allows;
5. ensure that the parties to and affected by an application are given an opportunity to be heard by the arbiter;

6. consider an application by a respondent to have legal representation at the hearing to ensure that the hearing is conducted fairly and may, in their absolute discretion, grant the application or deny the application;
7. ensure that the rules of natural justice are observed and applied in the hearing of the application; and
8. ensure that the hearings are closed to the public.

Where an application to have legal representation is granted by an arbiter, the costs of the respondent's legal representation are to be borne by the respondent in their entirety.

An arbiter:

- a) may find that a Board Member who is a respondent to an internal resolution procedure application has not contravened the Code; or
- b) may find that a Board Member who is a respondent to an internal resolution procedure has contravened the Code; and
- c) will suspend consideration of an internal resolution procedure during the election period for a general election.

The arbiter is to give a copy of their findings and the statement of reasons to YPRL, the applicant and the respondent. At the same time, the arbiter provides the findings and statement of reasons, they will, where a Board Member has been found to have contravened the Code, recommend an appropriate sanction or sanctions for the contravention for consideration by YPRL.

A copy of the arbiter's findings, statement of reasons and any recommended sanctions is to be submitted to the next meeting of the Board for its consideration. If an arbiter has found that a contravention of the Code has occurred, the Board may, after considering the arbiter's findings, statement of reasons and recommendation on sanctions, give any or all of the following written directions to the Board Member:

1. direct the Board Member to make an apology in a form or manner specified by the Board; and/or
2. reprimand the Board Member.

An application cannot be made for this phase of the internal resolution procedure during the Council election period for a general election. Any internal resolution procedure that is in progress is to be suspended during the election period for a general election.

If the respondent to an application for an internal resolution procedure is not returned to office as a Councillor or is returned but is not nominated or appointed as a Board Member following the election, the application lapses. If the respondent is returned to office in the election and is again nominated or appointed as a Board Member, the application may resume if:

1. the application was made by the Board and the Board so resolves; or
2. the application was made by a group of Board Members and any one (or more) of those Board Members who has been returned to office and has once more become a Board Member wishes to proceed with the application; or

3. the applicant (individual Board Member) is returned to office and has again been nominated or appointed to the Board, and wishes to proceed with the application.

Declaration by Board Member

I declare that I will abide by this Code of Conduct:

Board Member's Name	Board Member's Signature	Date of Declaration	Chief Executive Officer Signature as Witness to Declaration	Date on which Chief Executive Officer witnessed:
Cr. Alison Champion Banyule City Council				
Cr. Rick Garotti Banyule City Council				
Kath Brackett Banyule City Council				
Cr. Karen Egan Nillumbik Shire Council				
Cr. Peter Perkins Nillumbik Shire Council				
Corrienne Nichols Nillumbik Shire Council				
Administrator Lydia Wilson City of Whittlesea				
Agata Chmielewski City of Whittlesea				
Anthony Traill City of Whittlesea				

Agenda Item 4: Ivanhoe Library Manager Presentation (NOTING)

Responsible Officer: Chief Executive Officer

Author: Ian Wedlock, Senior Manager Engagement and Operations

REPORT

SUMMARY

A presentation will be delivered by Ian Wedlock, Senior Manager Engagement and Operations.

RECOMMENDATION

That the Board resolves to RECEIVE and NOTE the presentation.

M: _____

S: _____

Agenda Item 5: CEO Report (NOTING)

Responsible Officer:	Chief Executive Officer
Author:	Jane Cowell, Chief Executive Officer
Attachment:	5a – External Meetings Attended by CEO December 2023 – February 2024 5b – Dashboard – Q2 2023-2024 5c – SDG Report

REPORT

Governance

YPRL continues to focus on building strong, respectful relationships with the First Nations community. Formal consultation commenced with Elders from the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation on the activation of a YPRL First Nations Advisory Group. Members of the Senior Leadership Team visited the Koorie Heritage Trust to learn about building Aboriginal Cultural Safety in the workplace and the roll-out of mandatory Building Aboriginal Cultural Competency training continued for YPRL staff.

The 2020 - 2025 signed Regional Library Agreement was lodged with the Minister on 23 November 2023. The oversight was discovered through the Records Management project with action taken immediately. The Minister has endorsed the amended agreement which updated Schedules 1 & 3. Letters are attached to the General Business section of the papers.

Knowledge and Learning

Big Summer Read: YPRL participates annually in the Statewide Public Libraries Victoria Big Summer Read campaign. The purpose of the campaign is to address the 'summer slide', which refers to the loss of literacy skills when **not** reading during the summer holidays. Studies have found that children and families who read over the summer holidays experience a learning equivalent of attending three years of summer school. The Big Summer Read (delivered from 1 December 2023 through to the 31 January 2024) engages with families and community in a fun and dynamic way. Often our most disadvantaged children and families gain the most from the program by retaining or increasing literacy levels during the break. Families log their reading (either digitally or on paper reading logs) and those who have read a minimum of ten (10) books are eligible to enter the Statewide draw. Regionally, YPRL had 488 participants join the program, logging 8180 books and was in the top 20 in the State. During the campaign the toy and learning library and Deadly Collections maintained a 42% lending rate and the Junior Fiction and Non-Fiction eResources had an increase of 7%.

"I have four children and our family budget cannot afford books, a movie or eating out right now. Having our local library means that my kids could read, come along to fantastic events, and just have fun. All for free!" – George 37



Mernda Library opening: The new Mernda Library soft opening occurred on Monday 22 January with over 500 visitors. Excited community interacted with the collection, made bookings on the public PCs and used the photocopying / scanning facilities. More than fifty (50) new members joined YPRL on opening day and 70% of the total number of items borrowed across all four (4) City of Whittlesea branches were borrowed from Mernda Library.

"I have been waiting for the Mernda Library since I moved here just over 3 years ago. I love reading and having a disability makes it hard to get all the way to Mill Park. I can now visit the Mernda Library, pick up my holds and do my shopping all at the same time. The staff are just lovely, and help me organise books and magazines, and have them ready for me to pick up. Great work YPRL! – Betty, 55, Mernda"

"As a new Mum I visited the Mernda Library today and I am thrilled to be able to pop baby in the pram and simply walk to the library. Visiting the library is just a wonderful and valuable outing for me and my daughter. With the cost of living, living week to week, free visits and outings are impossible to find. Thank goodness for my new local library – Kristen 29 Mernda"





Bellfield Hub: The new Bellfield Hub opened on the 9 January 2024 and a soft launch was held on the 23 January 2024. The library Click & Collect is situated within the Bellfield Community Hub and home to a range of community facilities and services including Maternal and Child Health, Kindergarten, Training Room, community garden and cafe. During the soft launch eleven (11) new members joined the library including one member with a 1924 birthday. The customer explained that she had never been a library member and this was her first library card. A new Book Group has also registered interest and the participants look forward to Fridays when they can enjoy the Mobile Library Service at the same time. The community is excited and loving their 'outing' to both important services.

Families that attend Maternal Child Health Visits are thrilled with the popular Board and Picture Book selections while waiting for appointments. Kindergarten staff and families have expressed their excitement of being able to visit the hub and outreach Storytime when Kinder returns for 2024.

"I have lived in Bellfield for many years and even though it is a small suburb, at my age I find getting to Ivanhoe can be difficult. This small library hub is great, I can return my books, borrow and pick up my holds. Visiting the hub is now part of my weekly routine. Walking, talking to people and then I enjoy a coffee at the café. My library is important to me, and I have been a member for many years. What a wonderful new idea. Thank you YPRL. Ida 77"

Connection

Sensitive Santa: Sensitive Santa sessions were held across two weekends (doubling the number of sessions from 2022). 44 families were able to experience an opportunity to meet with Santa, something that these families can find difficult to do in a traditional setting.



Families with neurodiverse children have a private 20-minute session with Santa, away from queues and loud noises. A highlight from the sessions was a cake brought in by a family who have been attending Sensitive Santa since it started in 2013 at Watsonia. Thomas is 14 and non-speaking, he loves Thomas the Tank engine and singing to the Wiggles. A highlight of his year is always meeting Santa. The cake features a photo of Thomas and Santa and may be the inspiration Santa needed to carry on for another year. It's a lot of work for Santa, as they need to learn everything the children like quickly from a 'cheat sheet' provided.

In 2024, YPRL will increase the number of sessions and locations for Sensitive Santa, in partnership with healthAbility. Staff will also explore other programming opportunities to support, respond to and represent YPRL's neurodiverse communities. This may include Family Fun Days, author talks, information sessions for caregivers, workshops, Storytimes,

accessible performances, and playgroups/sensory play sessions. YPRL has identified the need for programming for this community beyond Christmas related opportunities and across age groups. Mill Park Library currently delivers a *Relaxed Storytime* once a month, which will also be continued in 2024.

Social Stories: YPRL is committed to ensuring branches are welcoming and inclusive to all members from surrounding communities. One way to do this is by reducing the barriers to access and participation for neurodiverse people. Social stories (also known as social scripts) provide information for these community members before they visit our venues, so they have a clearer understanding of what to expect. Social situations are explained to help understand ways of navigating that particular environment. They, along with their carers and family members can plan visits at specific times, choose what to do when they are there, and know which areas of our buildings and grounds can be used to make their experience more positive. They can do this because the stories usually contain very detailed information about what can be expected and what they can do if they feel overwhelmed. YPRL created a unique Social Story for each branch ensuring this community was consulted. The draft stories were sent to Araluen Primed, who gave feedback that they were impressed by them, and how pleased they were that YPRL was working on this project. The stories are now available on the website under the individual branch pages. Or visit [Social Stories for each YPRL branch](#). Social Stories were originally developed and are trademarked by Carol Gray, a teacher working with young children with autism in 1991. Research has demonstrated they are highly successful in reducing barriers to access and participation.

NGV Kids on Tour: Now in its tenth year, the NGV Kids on Tour series initiated by the National Gallery of Victoria, returned to YPRL locations in the January 2024 school holidays. Bringing free art-making activities and workshops to kids and families across Victoria, this year was the largest program to date with more than 140 venues participating across Victoria. YPRL has hosted NGV Kids on Tour events for several years and were excited to be selected as part of the program again at libraries across Banyule, Nillumbik and Whittlesea.

The program catered for children and young people of all ages and included activities



designed or inspired by Australian artists to encourage the use and development of their

imagination, problem solving and fine motor skills. The popular program was well attended at all participating branches and YPRL Collection was used to enhance the activities and encourage more families to sign up for membership. The program closely aligns to YPRL's Library Plan in the areas of wellbeing, connection, and knowledge and learning and received positive feedback from the over 250 families who enjoyed the opportunity they had for creativity and relaxation.

Diamond Valley Library celebrates 50 years: On Saturday 9 December 2023, Diamond Valley Library celebrated 50 years of service to the community. Over 100 Community members, special guests, staff past and present enjoyed a 70's inspired celebration of family fun activities. Attendees enjoyed an animal petting zoo, face painting, tie dye craft, a silent disco, trivia, and live music from community groups the Diamond Creek Karaoke Choir and the Bundy Ukes. Highlights included the Diamond Creek Karaoke Choir singing happy birthday and cutting of the delicious cake!



Homegrown Summer: Now in its fourth year, Homegrown Summer has the YPRL community sharing the long, lazy days of summer together through activities and events featuring local artists and businesses. Events included a Sip and Paint workshop (Diamond Valley Library), plant propagation sessions (Ivanhoe and Whittlesea libraries), a Classic Australian Cinema film festival, and a series of Botanical Printing workshops with local artist Irianna Kannelopolou. Local makers hosted cooking, fruit preservation and jam making workshops (Mill Park, Thomastown and Whittlesea libraries). Garden pot decorating was popular at Thomastown Library, with one participant remarking 'It was a great opportunity to do something different and meet some lovely people'. Music events were hosted across the region, with a highlight event at Diamond Valley Library in partnership with Nillumbik Youth featuring young artists, craft activities and games. At Eltham Library over 100 kids enjoyed a 'Swiftie' touch giving them the (almost) full Eras Tour immersion without costing a cent! Activities included friendship bracelet making, badge making, puzzles, lyric-themed art and craft activities, and streaming of a Taylor Swift documentary featured on Kanopy. A 'Taylor-made' collection booklet featuring suitable Swiftie titles was recreated for the event with permission of Monroe County Public Library.



Media Mentions:

Publication		Number of Mentions
Banyule Banner		1
City of Whittlesea		1
Good Readings		1
Mirage		2
Nillumbik News		1
North Central Review		1
Star Weekly		1
The Age		1
The Greek Herald		1
Warrandyte Diary		1
Social Media		
Engagement	Reach	Followers
16,903	133,914	77,581

Wellbeing

Big Group Hug: Craft for a Cause: Thomastown Library partnered with Big Group Hug (BGH) for a community crafting event to support the making of essential items for donation. BGH provided sewing patterns for bibs and baby taggies and the Thomastown community came together to craft. 45 bibs and 27 baby taggies were created as a result, with many participants returning to continue making the items in the weeks that followed. A BGH volunteer came to speak on the day about the amazing work they do supporting vulnerable families and that they welcome donations all year round at their new warehouse location in Thomastown.



Cards and Butterflies of Kindness: The Cards of Kindness project gave the community the opportunity to offer words of comfort to those in hospital over Christmas. The library worked in partnership with artist Heidi Everett and the Banyule Arts & Culture Team to provide an expanded regional Cards of Kindness program. Participants were able to attend card making workshops across the region and children were encouraged to decorate paper butterflies as an alternative to writing cards. Community members participated enthusiastically with over 350 butterflies sent to decorate hospital wards at the Austin Hospital and over 200 cards were sent to patients in the psychiatric wards. Additionally, another 200 cards were sent to St Vincent's Care for residents.



International Day of People with Disability: Eight events across YPRL were dedicated to supporting International Day of People with Disability, responding to engagement and co-design with community and partners throughout 2023. The program included a Trivia Challenge (Diamond Valley Library), a DisRupted Short Film festival (Thomastown Library), Sensory Playgroup (Watsonia Library), Sensory Activity Session (Lalor Library), Auslan Interpreted Storytime (Eltham Library), Art Exhibition (Mill Park Library in partnership with Araluen), Braille Storytime (Thomastown Library) and Family Fun Day (Whittlesea Library). The Whittlesea Family Fun Day was hosted in partnership with City of Whittlesea and Diamond Valley Special Development School, offering inclusive and accessible opportunities for participation. Activities were facilitated by local service providers and people with disability, including a local DJ and dance instructor, sharing their skills and expertise. Participating services included Bunnings, Victoria Police, DPV Health, Merri Health, AusKick and Lions Club. Our collections were highlighted throughout events and activities, including Braille, Dyslexia, Large Print and Vox items, as well as sensory and educational toys. Over 200 community members participated in this program.



Organisational Strength

Public Holiday Substitution Pilot – Friday 26 January 2024: The YPRL Enterprise Agreement (Clause 18.5) allows staff to substitute the agreed Public Holidays for another leave day. With many Councils and corporate organisations responding to the groundswell surrounding the 26 January it was decided to run a pilot project to focus on this Public Holiday. Consultation with staff was through a series of three (3) staff surveys over the past 12 months. Through this process, 21 staff nominated to change the January 26 Public Holiday for another leave day of their choosing. YPRL opened three branch libraries on the 26 January 2024, allowing the 21 staff to work and to provide a further opportunity for communities to continue to access library services across the region. The three (3) branches chosen were: Eltham, Watsonia, Thomastown (covering all 3 LGAs) based on the number of staff required to safely open a branch and to provide reasonable coverage across the day.

The opening hours for the day were 10am – 5pm and visitation numbers were Eltham: 329, Watsonia: 231, Thomastown: 132. These visitor numbers are slightly less than a usual Saturday visitation.

Middle Years Program partnership: YPRL and City of Whittlesea have agreed to partner to increase the delivery of Middle Years Programs to the City of Whittlesea community through additional funding provided through City of Whittlesea’s Holiday Program budget. The Middle Years programs will be delivered across multiple sites in addition to libraries within the municipality. The additional Middle Years funding will enable increased program delivery and participation of targeted middle years children and families via the existing YPRL holiday program schedule. Activities will be delivered with a strong focus on Community Connectedness, Community Voice and Social Inclusion. An MoU has been drafted for the remaining 2023/2024 School Holiday periods. The total funding for this program is \$27,000.

Grants:

Digital Literacy for Seniors: a project funded through a grant from the Victorian Government - \$91,216 – *Acquitted. See Agenda Item 9 for the full report.*

Pierre Gorman Award: aim was to address the issue of rapidly rising neurodiversity diagnoses through a multi-pronged approach including reviewing services and programs and also upskilling staff. Through codesigning with community and in partnership with organisations including City of Whittlesea, Aspergers Victoria and Olga Tennison Autism Research Centre, we proposed to form a support group for families of neurodiverse children based out of one of our library branches - *application unsuccessful.*

Living Libraries Infrastructure Program Grant: A meeting was held with the Department representative, Andrew Clegg on February 21st to discuss the potential grant submission for the Thomastown Library refurbishment project. (\$250,000) Clarification on what components of the refurbishment can be allocated to the grant was obtained. YPRL will submit a grant application by the due date of 28th March 2024.

YPRL Delivering on the United Nations Sustainable Development Goals (SDGs) 2030: The YPRL Library Plan lists the SDGs as part of the KPIs to measure the outcomes of the strategic goals. The Communications Team have gone through our annual report to compile YPRL outcomes against the SDGs. This report will be sent to the International Federation of Library Associations as part of a global report on how libraries across the world are acting on the SDGs. Please see Attachment.

RECOMMENDATION

THAT the Board resolves to RECEIVE and NOTE the CEO Report.

M: _____
S: _____

CEO External Meetings December 2023 to February 2024

Date	Meeting Participants	Meeting/Event/Topic
Online 28 November (A/H)	IFLA Public Library Section: Working Party for International Public Library Guidelines Review	Finalised proposed survey questions for IFLA members
18 December (AH)	IFLA Public Library members: Eileen Morrissey & Liz White	Finalise Public Library Guidelines Survey questions for translation
8 January (AH)	IFLA Public Libraries – Public Library of The Year Award – Working Party	Finalisation of the contract for the new sponsor. Agree to proposed timelines for award submissions with presentation of the award to be held at Mid-Term meeting in Barcelona October 7 th 2024.
24 January (AH)		Determine IFLA Public Library Section Agenda for the Spring meeting (21 Feb 2024)
2 February & 7 February (A/H)	Liz White, Director of Library Partnerships British Library London.	Plan the mid-term meetings and program of events (October 6-11 2024)
5 February	IFLA Mid-Term Working Party President IFLA Governing Body: Vicki McDonald CEO State Library of Queensland	Discuss Presidents Meeting to be held in Brisbane September 29 th – October 3 rd 2024
4 December Online	ALIA Board Members	Board meeting including budget approval
4 December 18 December Online	Cathie Warburton, ALIA CEO	Feedback session following ALIA Board meeting Regular Catch-up Meeting
5 December In person (Geelong)	Public Libraries Victoria (PLV) Library Leaders and Managers	Annual General Meeting – Every Library Manager across the State is invited to attend, and a tour of the Geelong Library and Heritage Centre was offered as part of the day.
7 December Online	City of Whittlesea Mernda Project Team	Mernda Mini Branch Library Tour

Date	Meeting Participants	Meeting/Event/Topic
7 December Online	Agata Chmielewski, City of Whittlesea Corrienne Nichols, Nillumbik Shire Council Kath Brackett, Banyule City Council Jacinta Stevens, City of Whittlesea Kate Karrasch, YPRL	Member Council Directors' project planning meeting re the Transition to New Business Model
9 December In person (AH)	Community members, Council representatives and YPRL Staff	Diamond Valley 50 th Anniversary celebration family day.
11 December 8 January & 12 February Online	Agata Chmielewski and Anthony Traill, City of Whittlesea	Regular partner catch up meeting
12 December In person (Melbourne)	Koorie Heritage Trust Leaders & YPRL Senior Managers	Training session on building Aboriginal Cultural Safety
14 December Online	Wurundjeri Elders: Aunty Julieanne Axford and Aunty Gail Smith Kate Karrasch, YPRL	Cultural consultation to establish YPRL's next steps in providing support to welcome First Nations' people and community.
15 December & 23 February In person & 19 January Online	Tina Bourekas, Boroondara Libraries (Mentee)	Regular mentee meeting (fee charged session to Boroondara Council for coaching from YPRL CEO – 12 months contract).
18 December Online	Jonathan Risby, Julian Harvey, Vanessa Colenso, Nick McKay – Banyule City Council Barb Armstrong, YPRL	Meeting to discuss safety concerns for the loading bay location at Watsonia Library and courier services delivery following changes to the planning of the NE Link and Watsonia Town Centre upgrade.
18 December & 16 January Online	Kath Brackett, Banyule City Council Georgie Meyer (Acting Director), Banyule City Council	Regular partner meeting.

Date	Meeting Participants	Meeting/Event/Topic
19 December In person (Mernda)	Tony Cambrea, Pamela Trigilia, Morgan Einam, City of Whittlesea. Olivia Chapman, Chantel Blitenthall, Robyn Ellard, Kate Ferguson, Kate Karrasch & Tracey Jermieson – YPRL	Mernda Library tenancy status review meeting.
2024		
3 January Telephone	ABC Radio – ABC Melbourne, ABC National.	Interview on Library Services to Regional and Rural centres and lack of adequate funding from State Governments.
5 January Telephone	Amanda Burdon, Journalist Outback Magazine	Interview for article in magazine Library Services to Regional and Rural centres. Yet to be published.
10 January Online (AH)	Erik Boekesteijn, National Library Denmark	Recorded Interview regarding presentation on Future Libraries for the Computers In Libraries conference held in Arlington Virginia, to be aired March 12-14 2024. 1 of 5 Library Leaders around the world asked to discuss the Future of Libraries.
15 January Online	Professor Helen Partridge, Pro Vice-Chancellor Teaching & Learning, Deakin University	Discuss research partnership between YPRL and Deakin University, grant funding and areas of involvement from YPRL.
15 January Online	Deb Wilson, On Talent Coaching Services	Catch up and discuss coaching requirements.
16 January Telephone	John Piggott, Journalist, The Senior Magazine	Interview for publication regarding budgets for Public Libraries and impact on Seniors programs.
17 January & 25 January Online	Kylie Fiddy, Australian Library & Information Association (ALIA)	Review of ALIA CEO Employment Contract and contract revision meeting.
18 January Online	Julianne Tobin, Malcolm OverDrive Cherry Byford-Sibbing, Coralie Kouvelas YPRL Premal Niranjana Your Library (ERL) Katie Norton Whitehorse-Manningham Library Service	ELibrary Consortium discussions for the Overdrive (Libby) collection which encompasses eAudio, eBooks, eMagazines, and eComics.

Date	Meeting Participants	Meeting/Event/Topic
23 January In person	Bellfield residents and Banyule Council representatives	Soft launch of Bellfield Community Hub - community morning tea
24 January Online (AH)	International Federation of Libraries Association (IFLA) Public Libraries Section – Liz White British Library (Secretary)	Finalisation of the Agenda for upcoming meeting.
25 January In person (AH)	Nillumbik Mayor and Community representatives	Eltham Gallery Exhibition Opening
29 January Online	ALIA Event - Speaker	Presentation on Public Library Recruitment for ALIA Students and New Graduates Group
30 January Online	Margaret Devlin, Consultant Centre for Organisation Development	Finalise presentation for CEO mid-year performance review meeting with the YPRL Employment Matters Sub Committee
1 February Online	Margaret Devlin, Consultant Centre for Organisation Development Cr Alison Champion, Banyule City Council Administrator Lydia Wilson, City of Whittlesea Cr Karen Egan, Nillumbik Shire Council	YPRL CEO Employment Matters Sub Committee meeting of the mid-year review of the CEO performance against target.
1 February Online	Olly Townson, University of South Australia Library Service Robyn Ellard YPRL Brendan Eichholzer YPRL	Community Survey service – discussions regarding what could be done for YPRL and costs.
5 February Online	2024/2025 Budget discussions Banyule City Council Kath Bracket Banyule City Council Mahroof Noor Banyule City Council Luciano Lauronce YPRL	Discussions re: revised 24/25 budget and BCC contribution.
5 February In person (City of Whittlesea)	2024/2025 Budget discussions City of Whittlesea Council (CoW) Agata Chmielewski, Anthony Traill, Aaron Gerrard	Discussions re: revised 24/25 budget and CoW contribution.

Date	Meeting Participants	Meeting/Event/Topic
Conference Room)		
6 February Online	2024/2025 Budget discussions Nillumbik Shire Council Corrienne Nichols & Vince Lombardi	Discussion re: revised 24/25 budget and the Nillumbik contribution
		Internal Relations matter regarding the South Australia ALIA Committee. ALIA CEO Performance Review and Contract renewal discussion.
12 February Online	Cr Rick Garotti, Cr Alison Champion, Kath Brackett & Mahroof Noor, Banyule City Council Luciano Lauronce, YPRL	Review of revised 24/25 YPRL Budget and the Banyule City Council component.
13 February Online	Claire Flynn & Flis Marlowe, Switchboard Trish Hepworth, ALIA	Pre-meeting to discuss the joint workshop we will all be delivering at the ALIA National Conference on Monday May 6 th to be held in Adelaide
16 February Online	Heather Iveson - Boroondara Library Service Brandt McCook – Port Phillip Library Coralie Kouvelas – YPRL	Public Libraries Victoria Special Interest Group – Collections – Convenor meeting to plan schedule of meetings for 2024 and discussion topics.
19 February Online	Cr Alison Champion, Banyule City Council and Administrator Lydia Wilson, City of Whittlesea	Finalise the YPRL Board Meeting Agenda for February 2024.
19 February Telephone	Lizzie Vigar, Journalist for Triple M	As President of ALIA, interview regarding sustained funding for libraries and the role of libraries in the community.
20 February In person	Tamara Cattach, CEO Araluen and Helen Ryan, Araluen Kate Ferguson, YPRL	Discuss the Memorandum of Understanding for the Chancez Café at Mill Park Library and general operations at the site.
21 February Online	Andrew Clegg, Local Government Victoria Trinh Luu, YPRL	Discuss YPRL’s proposed application for Living Libraries Infrastructure Program Grant.

Date	Meeting Participants	Meeting/Event/Topic
21 February Online	Public Libraries Victoria & State Library Victoria working group members	Libraries for Health and Wellbeing workgroup regular meeting.
21 February In person	Craig Lloyd, City of Whittlesea CEO & Agata Chmielewski, Aaron Gerrard, City of Whittlesea	Review of the proposed 2024/2025 City of Whittlesea budget allocation to YPRL.
22 February In person	West Heidelberg Key Partners (Banyule City Council)	Regular partners' meeting to discuss services for the West Heidelberg community.
23 February Online	Ian Phillips, Consultant	Public Libraries Victoria review of annual data collection parameters.

MEMBERSHIP

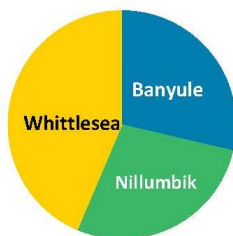
Total Members: ¹
 Banyule: 45,823
 Nillumbik: 44,381
 Whittlesea: 69,717



Active Members (Q2): 47,279

New Members: 4,583

Total Members

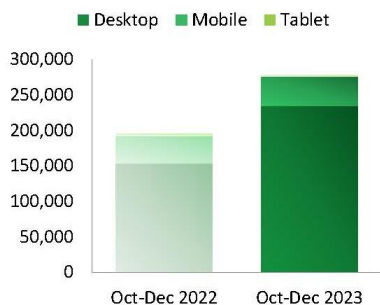


USAGE

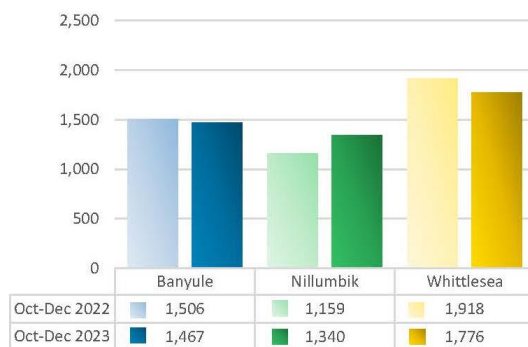
App Hits: 101,779
Catalogue Hits: 127,338
Website Hits: 278,300

Wi-Fi Total Sessions: 34,195
 Banyule: 14,607
 Nillumbik: 7,570
 Whittlesea: 12,018

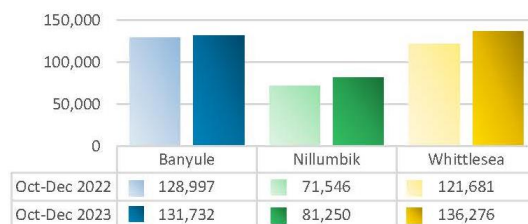
Website Hits



New Members Totals



Branch Visitation



OUR BUSINESS

2023/2024 Q2: 1 Oct–31 Dec

EVENTS

Events: 8.41% increase
Attendees: 10.93% increase

Community Engagement

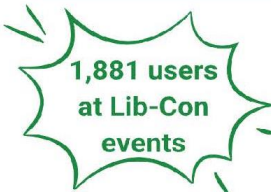
1,263 events with 36,443 attendees




4,583 NEW MEMBERS



1,881 users at Lib-Con events



eNewsletter
 61,211 Users subscribed
 100,350 Emails opened
 9,324 Links clicked



Sensitive Santa:
 44 families (159 people) participated in the 2023 program



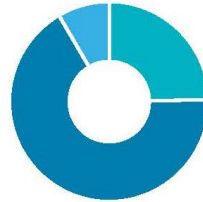
2,089 new app users



STAFF



Staff Total 166
 Full Time 41
 Part Time 111
 Casual 14
Volunteer Total 84



■ Full Time ■ Part Time ■ Casual

EFT Budget: 105.03 EFT Actual: 103.37

Staff EFT is under budget.

Staff Turnover: 3.57% (previously 4.88%)
Absenteeism: 6.11% (previously 6.31%)
 KPI: Under 5%

	2022	2023
Training Hours Delivered	194.00	552.25
Average per Employee	1.21	3.33

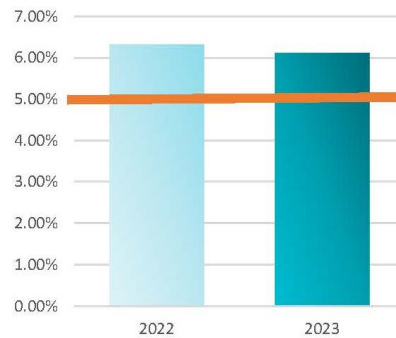
Cash Balance



\$7.27 million

In line with YTD result and capital expenditure

Absenteeism



PROJECTS

●	On Time, On Budget
●	Delayed
●	Under Evaluation

OUR PEOPLE & FINANCE

2023/2024 Q2: 1 Oct–31 Dec

FINANCES

Quarterly Financial Report

Working Capital Ratio

2.48

Minimum level 1.3



YTD Capital Expenditure

Under budget \$749k



Forecast Operating Result

Year End 2023/24

Favourable to budget \$7k



YTD Operating Result

Unfavourable to budget \$301k



Accounts Receivable Increased \$93k



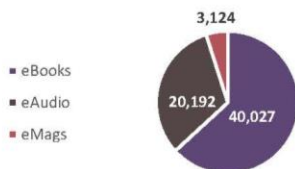
Accounts Payable Decreased \$51k

●	Thomastown and Lalor Branch Library refurbishments
●	Outreach Vehicle replacement
●	Records Management project
●	Intranet and digital forms project
●	NBN Rollout

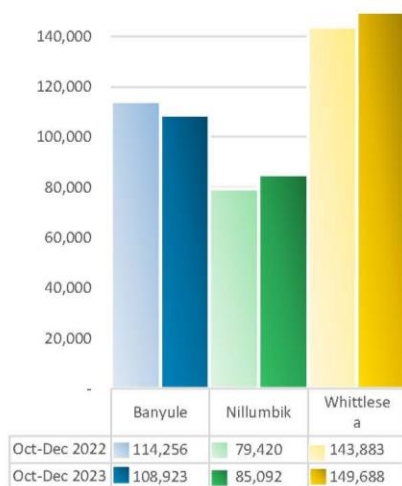
COLLECTION

Total Physical and Digital Collection: 407,046
Total Physical Items: 343,703
Total Digital Items: 63,343
Total Digital Platforms: 24
Recently Purchased Stock: 20,548

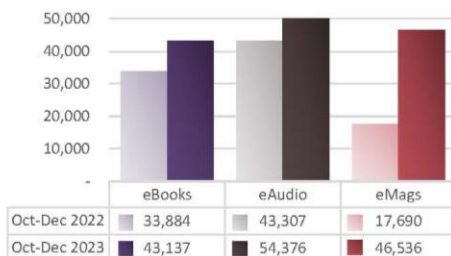
Digital Collection



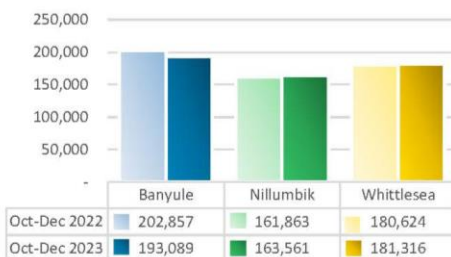
Total Physical Items



Digital Loans



Physical Loans



FOOTNOTES

1. Implementation of 'Addressify' software has allowed YPRL to allocate digital and mobile members more accurately to each member council.
2. YTD Operating Result unfavourable to budget due to State Government operating grant not being paid in total (90%). Remaining 10% was paid after the submission of the plan.
3. A higher than expected absenteeism has continued through this quarter driven by a new, small group of staff with medical issues.

OUR ASSETS

2023/2024 Q2: 1 Oct–31 Dec

LOANS

Total Digital Loans: 144,049 (51.82% increase)
Total Physical Loans: 537,966 (1.3% decrease)
Total Loans: 682,015 (6.52% increase)

Collections Report

All Suggest for Purchase request now automatically apply holds **7%** Junior digital loans increased

165,426
 Board Book & Picture Book loans, supporting Early years literacy.

Use of the Deadly Collection rose **43%** Toy Library loans increased **42%**



Yarra Plenty Regional Library

is supporting the United Nations

Sustainable Development Goals

2022–2023



yprl.vic.gov.au



SUSTAINABLE DEVELOPMENT GOALS

Contents

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SDG 12: Responsible Consumption & Production	10
SDG 16: Peace, Justice and Strong Institutions	11



yprl.vic.gov.au   



Literacy is vital to breaking the cycle of poverty. By providing access to free resources and learning opportunities our libraries contribute to the development of literacy skills for those who are less advantaged or vulnerable and promote equal access to resources and information.




Responding to cost-of-living concerns

YPRL remains committed to listening to our local community and responding to identified needs, and one of these growing concerns is the cost-of-living crisis. YPRL staff have delivered events designed to address these concerns, such as sessions on basic car maintenance, saving at the supermarket and clothes mending. Staff have also encouraged the use of collections and library services as a cost-saving measure, such as free Wi-Fi. These events aim to support and advise the community amid the cost-of-living crisis, and are driven by community feedback.

Digital Library

Our Digital Library has a wealth of free digital resources that our community can access from home. With resources like Storybox and Kanopy, families can access educational and accessible resources to help build literacy skills at home, completely free of charge.



yprl.vic.gov.au   



Public libraries strive to provide the public with information, education, and activities to help them stay healthy, promote personal development and ensure well-being for our local communities through our services and programming.

Gambling harm minimisation

Our Libraries After Dark programming is delivered across three branches providing alternative entertainment options for evening to those most at risk to the harms of gambling. Libraries After Dark also promotes inclusivity and social connection, combatting loneliness in the local community.




Sensitive Santa

For the last 10 years YPRL has hosted Sensitive Santa sessions for families with neurodiverse children so that they can meet Santa and celebrate Christmas in a safe setting. Demand for these sessions grows every year, with more than 80 EOIs from families in 2023.

Pride on display

Every year, YPRL celebrates Pride Month. Pride Month 2023 saw branches host events such as a Pride Weaving Workshop, a Pride Family Fun Afternoon and a Pride Community Collaborative Art Project. With events held across all branches, these events help to promote acceptance and inclusion in the community.



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Public libraries aim to serve as educational spaces, providing free access to educational resources and study spaces and promoting life-long learning. By enabling the development of digital literacy skills, libraries give people the tools they need to enable learning both in our libraries and at home.

Big Summer Read

Public Libraries Victoria's Big Summer Read program, delivered in libraries across Victoria, aims to encourage reading over the school holidays. YPRL delivers several family-friendly events across all branches to support Big Summer Read and promote continued reading over summer.




Digital Library

Our Digital Library provides access to quality reading and listening educational resources in 50+ languages. Our extensive range of eBooks, audiobooks, magazines, and online learning and language learning platforms provide opportunities for library users to learn, engage, and thrive.

Australian Muslim Writers Festival

Lalor Library was a satellite venue for the Australian Muslim Writers Festival, in partnership with the Right Pen Collective. The Festival invited Australian Muslims and people from all backgrounds to explore identity and amplify the voice of Muslim writers in Australian publishing through a series of workshops.



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Libraries across Australia aim to support gender equality by providing safe spaces and equal opportunities for women and girls, supporting the IFLA-UNESCO Manifesto by promoting 'equal and free access to library funds and services'.




Twilight Community Craft Markets

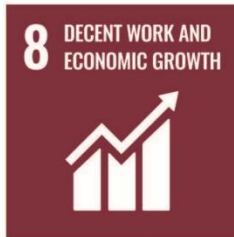
Watsonia Library and Mill Park Library hosted Twilight Community Craft Markets in November 2022. With a diverse array of stalls held by talented crafters, these events encouraged community engagement with local small businesses and artists. Many of the businesses showcased are proudly owned and operated by women, and the Country Women's Association lent their support to the markets.

Women's Health Week

In September 2023, YPRL celebrated Women's Health Week. Whittlesea Library hosted an event with a women's health practitioner teaching members how food and mental health relate to general wellbeing, and Lalor Library hosted information sessions in English and Arabic with Breast Screen Victoria promoting breast cancer awareness and informing attendees how to book a breast screen appointment.



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By providing access to networking and volunteer opportunities, and services and programs involving resume building and job seeking, libraries support people seeking employment and volunteer opportunities and career development.

Creative networking

In partnership with the Nillumbik Economic Development and Tourism Team, Diamond Valley Library hosted the Creative Industries Networking Event: Good Art, Good Business. The event was a platform for local creatives to learn about opportunities within the library and wider community, as well as highlighting how the Nillumbik Creative Industries Team encourages creative entrepreneurship.




Recognising our volunteers

The ongoing support of our volunteers enables us to deliver a range of programs across the region. Playing a vital role in some of our most popular programs, our volunteers provide invaluable support for both our staff and community.

Advocating for community employment opportunities

Through our partnership with Jobs Victoria Advocates, YPRL provides regular pop-up sessions in our libraries, providing jobseekers region-wide with information and advice regarding local employment opportunities, as well as sharing tips and advice about getting a job.



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Libraries strive to build diverse collections, promoting diversity and inclusion in local communities through services, events and conversation.

Introducing a braille collection

YPRL is committed to ensuring that every child can access and engage with our collection. By growing our braille collection, with 34 picture book titles added over the past year, we are ensuring that more families can enjoy reading together.




Expanding in-language collections

In 2023, we surveyed our local Culturally and Linguistically Diverse (CALD) community to see what they would like to see more of in our collection. The feedback included more bilingual books for children, more bestselling fiction and more adult nonfiction. In response, we added 4,500 eBooks and audiobooks to our collection in 8 different languages.

Enabling dialogue on treaty

Thomastown Library hosted a Treaty Community Forum presented by the First People's Assembly of Victoria in February 2023. The forum was an opportunity to 'hear about the Self Determination Fund and processes for Treaty-making in Victoria and help shape the next steps on the treaty journey. YPRL remains committed to and looks forward to continuing to support Treaty and the First People's Assembly of Victoria.



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Public libraries provide physical and digital collection, services and programs to as many people as possible to create communities and sustainable cities.

Expanding our reach

Our network of Click & Collect Hubs extends our reach, enabling us to better provide access to physical collections to members who might not live close to a branch. Hurstbridge, Donnybrook, Galada, and Bellfield are growing in use, with enthusiastic borrowing across all Hubs. We hold regular Storytimes, with fantastic attendance and engagement from the community.




Library on wheels

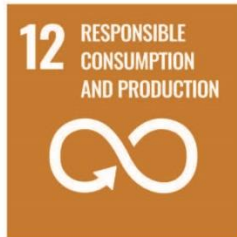
For 46 weeks a year, YPRL's Mobile Library is on the road 5 days a week. Stopping at 12 different locations, our Mobile Library is a hugely popular outreach location, welcoming almost 24,000 visitors and signing up over 400 new members through the 2022/23 financial year. Mobile Library users are enthusiastic borrowers, borrowing over 36,000 items in this period. At any one time, 1,400 items from our Mobile Library will be on loan across the community.

Digital transformation

In 2022 and 2023, YPRL launched a new corporate intranet, enhanced staff awareness of cyber security and began delivering our corporate PC and laptop deployment project. By improving the way we work and enhancing collaboration, YPRL has made significant progress towards our Digital Transformation Plan and our Information and Communications Technology strategy.



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IFLA identifies climate action as an emerging issue in libraries. While public libraries are of themselves a sustainable consumption model, with multiple users of items in our collection, we still have ways to further reduce our impact.

Sustainable refurbishment

YPRL has prioritised sustainability when refurbishing our branches, such as recently in Eltham. By reupholstering, refinishing and reusing existing furniture, YPRL demonstrates a commitment to sustainable practices.

Book Covering

We continuously look for ways to reduce plastic use within our library. Recently we made the switch to use fully biodegradable plastic covering for our junior books, giving them a longer life and protecting our collection in an environmentally responsible way.

Sustainable practices

With solar panels on the roofs of five of our branches, seed libraries at nine branches, and six eWaste recycling stations, YPRL is encouraging sustainable practices across our branches. We also have a Garden Maker Space, enabling members to learn how to grow things and practice sustainability at home.



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The IFLA-UNESCO Manifesto specifies that libraries 'create conditions for the development of a democratic society and active citizenship'. Through various free and accessible print and digital resources as well as Wi-Fi, and education around source reliability and internet safety, libraries enable users to access information that keeps them informed.

Battling misinformation

Libraries play an important role in the fight against misinformation, by providing dependable resources for digital literacy and teaching how to verify the reliability of sources. YPRL contributes to this by offering free access in branches to *The New York Times*, becoming the first library in Victoria to do so. By providing free and unlimited access to a news source with a reputation for high-quality, ethical and thoughtful journalism, YPRL enables members to access reliable information. Members can also access this resource from home with a renewable 24-hour subscription token.

Justice of the Peace service

Whittlesea Library offers a weekly Justice of the Peace walk-in session where members of the community can have their legal documents witnessed or certified.



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Agenda Item 6: Quarterly Finance Report December 2023 (NOTING)

Responsible Officer:	Chief Executive Officer
Author:	Luciano Lauronce, Finance and Administration Manager
Attachment:	6a – Balance Sheet December 2023 6b – Cash Flow Statement December 2023

REPORT

SUMMARY

This report is for Board Members' information.

INTRODUCTION

The December 2023 Quarterly Financial Report presents YPRL's operating result and capital expenditure financial performance against budget and includes the following financial statements:

- Balance Sheet (attached)
- Statement of Cash Flows (attached)

REPORT

Operating Result

As of 31 December 2023, YPRL has achieved a \$952k underlying operating surplus. This result compares unfavourably to the YTD budget by \$301k. Furthermore, the year-end underlying forecast compares slightly favourable to the annual budget by \$7k. This is the result of prudent and proactive budget management to address unfavourable budget pressures.

December 2023 Financial Quarterly Report

Operating Result

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Annual Forecast	Forecast Variance	Note
	\$	\$	\$	\$	\$	\$	\$
Income							
Grants - Operating	2,521,141	2,895,683	(374,542)	2,895,683	2,840,027	(55,656)	1
Grants - Capital	0	0	0	150,000	63,000	(87,000)	2
Contributions income	7,251,966	7,251,964	2	14,503,931	14,503,931	0	
User fees and charges	96,748	123,624	(26,876)	234,984	209,984	(25,000)	3
Interest income	127,957	105,000	22,957	210,000	270,000	60,000	4
Other revenue	103,491	80,877	22,614	156,342	179,342	23,000	5
Total Income	10,101,302	10,457,148	(355,845)	18,150,940	18,066,284	(84,656)	
Expenses							
Employee costs	(5,657,986)	(5,668,755)	10,769	(11,670,829)	(11,620,829)	50,000	6
Material and services	(2,452,434)	(2,478,634)	26,200	(4,111,125)	(4,156,125)	(45,000)	7
Depreciation/Amortisation expense	(907,708)	(907,708)	0	(1,815,414)	(1,815,414)	0	
Utility charges	(125,291)	(143,475)	18,184	(392,738)	(392,738)	0	
Finance costs - leases	(6,141)	(5,418)	(723)	(10,834)	(10,834)	0	
Total Expenses	(9,149,561)	(9,203,990)	54,430	(18,000,940)	(17,995,940)	5,000	
Accounting Surplus (Deficit)	951,742	1,253,158	(301,415)	150,000	70,344	(79,656)	
Underlying Surplus (Deficit)	951,742	1,253,158	(301,415)	0	7,344	7,344	

Notes:

1. The lack of an increase in the State Government's operating grant for the financial year 2023/2024, compared to budget, has significant consequences for the current financial year and potentially for future years. The negative impact of this stagnant funding resulted in a shortfall of \$56k. This situation might necessitate advocacy efforts to highlight the importance of increased funding to maintain service levels and growing needs.
2. Capital grant, Living Library Infrastructure Grant, partially recognised as income in the financial year 2022/2023.
3. Lower income than budgeted from photocopy fees because of the roll-out of new printers and a reduction in public printing.
4. Additional interest income as interest rate levels continues to favour YPRL investment returns.
5. Workcover reimbursement income offsets unfavourable employee cost variance and additional income from consultancy services to external organisations.
6. YPRL's prudent management took a proactive approach to offset the lack of increase in the State Government's grant income and additional materials and services expenses.
7. Additional cleaning requirements due to high visitation rates at branches.

Capital Expenditure

As of 31 December 2023, overall capital expenditure totals \$886k. Compared to budget, YTD and year-end forecast variances are favourable by \$749k and \$87k, respectively.

December 2023 Financial Quarterly Report

Capital Expenditure							
	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Annual Forecast	Forecast Variance	Note
	\$	\$	\$	\$	\$	\$	\$
Capital Expenditure							
Bookstock	816,287	902,603	86,316	1,646,233	1,646,233	0	8
Plant and Equipment	69,950	732,502	662,552	1,205,000	1,118,000	87,000	9
Total Capital Expenditure	886,236	1,635,105	748,869	2,851,233	2,764,233	87,000	

Notes:

8. Although bookstock purchases are below YTD Budget, it is expected to be on budget at year-end.

9. The favourable YTD variance is due to the delay in the commencement of refurbishment works at Lalor and Thomastown branches. These works will take place during April-May and is expected to be completed by June 2024. The year-end forecast variance is in line with the Capital Grant income reduction reflected in the operating result (outreach vehicle acquired in the financial year 2022/2023).

Investment performance

YPRL continues to maximise the allocation of funds in “at call” and “term” deposits and achieve the best investment result in the current macroeconomic conditions.

The YTD investment performance for the current financial year was:

- Interest income (accrual basis): \$128k
- Average investment return: 4.62% pa (per annum)
- Average 3-month Bank Bill Swap Rate (BBSW) midpoint average: 4.25%
- Average RBA’s cash rate: 4.35% pa
- Weighted average investment duration: 115 days
- Counterparty: Commonwealth Bank Australia

As of 31 December 2023, the investment asset allocation comprises:

At call deposits

- Allocation: \$3.27m
- Interest rate: 4.35% pa

Term deposits

- Allocation: \$4.00m
- Average interest rate: 4.87%
- Average 3-month Bank Bill Swap Rate (BBSW) midpoint average: 4.25%
- RBA's cash rate: 4.35% pa
- Average maturity: 166 days
- Counterparty: Commonwealth Bank Australia

Financial Position

YPRL, as of 31 December 2023, continues to remain financially sound and maintain a strong liquidity position with a working capital ratio, which assesses YPRL's ability to current commitments, of 2.48 (1.3, YPRL's target).

CONSULTATION

Consultation was held with the Executive Managers during the preparation of this report.

CRITICAL DATES

N/A.

FINANCIAL IMPLICATIONS

All financial implications are included in the body of the report.

POLICY STRATEGY AND LEGISLATION

Section 138 of the Local Government Act (1989) as amended states that a quarterly finance report is to be presented.

LINKS TO LIBRARY PLAN**Outcome:**

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

Priorities:

- Governance and technology
- Environmental and social sustainability

DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

CONCLUSION

As of 31 December 2023, YPRL has achieved a \$952k underlying operating surplus and overall capital expenditure totals \$886k. Compared to Budget 2023/2024, year-end underlying result and total capital expenditure forecast variances are favourable to budget.

YPRL continues to remain financially sound and maintain a strong liquidity position with a working capital ratio of 2.48 (1.3, YPRL's target).

RECOMMENDATION

THAT the Board resolves to RECEIVE and NOTE the Quarterly Finance Report December 2023.

M: _____
S: _____

December 2023 Financial Quarterly Report

Balance Sheet

	Jun 2023	Dec 2023	YTD Variance
	\$	\$	\$
Assets			
Current Assets			
Cash and Cash Equivalents	3,411,986	3,276,718	(135,268)
Trade & Other Receivables	88,959	182,367	93,408
Other financial assets	3,000,000	4,000,000	1,000,000
Other Assets	42,110	34,999	(7,111)
Total Current Assets	6,543,055	7,494,084	951,029
Non-Current Assets			
Bookstock, Plant & Equipment	4,205,790	4,184,318	(21,472)
Right of use Assets	578,175	578,175	0
Total Non-Current Assets	4,783,965	4,762,493	(21,472)
Total Assets	11,327,020	12,256,577	929,557
Liabilities			
Current Liabilities			
Trade and Other Payables	734,053	785,487	51,434
Current Lease Liabilities	84,076	79,875	(4,201)
Employee Provisions – Current	2,202,228	2,153,591	(48,637)
Total Current Liabilities	3,020,357	3,018,952	(1,405)
Non Current Liabilities			
Employee Provisions – Non Current	98,585	118,459	19,874
Non Current Lease Liabilities	556,179	515,524	(40,655)
Total Non-Current Liabilities	654,764	633,983	(20,781)
Total Liabilities	3,675,121	3,652,936	(22,185)
Net Assets	7,651,899	8,603,641	951,742
Equity			
Accumulated Surplus	6,277,394	7,229,136	951,742
Reserves	1,374,505	1,374,505	(0)
Total Equity	7,651,899	8,603,641	951,742

December 2023 Financial Quarterly Report

Statement of Cash Flows

	Dec 2022 Inflows/ (Outflows) \$	Dec 2023 Inflows/ (Outflows) \$
Cash flows from operating activities		
Contributions income	6,879,094	7,251,966
Grants - Operating	2,865,427	2,521,141
Grants - Capital	150,000	0
User fees and charges	96,972	96,748
Interest income	42,508	84,158
Unearned Income (Grants - Capital)	0	0
Other income	102,236	103,491
Payments to employees	(5,724,968)	(5,657,986)
Materials & Services and other payments	(2,103,031)	(2,597,552)
Net cash provided by operating activities	2,308,238	1,801,965
Cash flows from investing activities		
Payments for library books, plant and equipment	(1,088,157)	(886,236)
Investments (payments)/redemptions	(2,000,000)	(1,000,000)
Net cash used in investing activities	(3,088,157)	(1,886,236)
Cash flows from financing activities		
Interest paid – lease liability	(7,158)	(6,141)
Repayment of lease liabilities	(17,961)	(44,856)
Net cash used in financial activities	(25,119)	(50,997)
Net increase in cash and cash equivalents	(805,038)	(135,268)
Cash and cash equivalents at the beginning of the financial year	4,351,250	3,411,986
Cash and cash equivalents at the end of the reporting period	3,546,212	3,276,718

Agenda Item 7: Digital Inclusion Action Plan Update (NOTING)

Responsible Officer:	Chief Executive Officer
Author:	Robyn Ellard, Executive Manager Public Participation
Attachment:	7a – Digital Inclusion Action Plan Year 2 Report 7b - Digital Inclusion Action Plan 2022-2025

REPORT

SUMMARY

This report is for Board Members' information.

INTRODUCTION

For the Board's review and consideration: this report details the Year 2 actions from the YPRL Digital Inclusion Action Plan 2022-2025.

REPORT

In Year 2, YPRL has supported digital inclusion in its community through its programming and activities, spaces, collections, partnerships and outreach activities. Highlights have included partnerships with Melbourne University's RoboGals, expanding the eResources, including NewsGuard, activities to build confidence with media literacy, identifying scams, online safety and connecting with others, continuing the HotSpots program and STEAM activities for everyone.

Libraries support their communities in the three areas relating to digital inclusion: access, affordability and digital ability.

- **Access:** libraries see first-hand the impact that access to internet can have. Staff provided over 2000 one on one Tech Help sessions and 13 digital literacy sessions in LOTE to seniors. While library PC use is declining overall, it is still a critical service for those who use it, as they usually don't have a device of their own. Access to their email, banking, government portals, and other everyday necessities is enabled through the library.
- **Affordability:** libraries are public infrastructure and are free to use, with equitable access for all. Free wi-fi continues to be an essential public access service for all our community.
- **Digital ability:** YPRL supports the community to improve digital skills through one-on-one tech help sessions, structured classes, and ad hoc tech assistance. Staff are highly digitally literate and are skilled in teaching those less able.

CONSULTATION

N/A

CRITICAL DATES

N/A

FINANCIAL IMPLICATIONS

N/A

POLICY STRATEGY AND LEGISLATION

N/A

LINKS TO LIBRARY PLAN**Outcomes:**

- **Knowledge and learning:** Together we build capacity and confidence for people across our communities to meaningfully participate in work and community life.
- **Connection:** Create places and spaces for people throughout our communities to connect, belong and actively engage with each other.

Priorities:

- Information and resources
- Participation and belonging
- Mental, physical and social wellbeing
- Connect to local experts

DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

CONCLUSION

YPRL aims to be a sector leading library service that provides opportunities for our diverse communities to read, learn, create, connect, and live well. In year 2, the library has delivered actions in line with the objectives of the 2022-2025 Digital Inclusion Action Plan.

RECOMMENDATION

THAT the Board resolves to RECEIVE and NOTE the Year 2 Report for the Digital Inclusion Action Plan.

M: _____

S: _____

Digital Inclusion Action Plan 2022-2025

Year 2 Review

Context

The Digital Inclusion Action Plan ensures that the local communities of Banyule, Nillumbik and Whittlesea can access the training, support and connectivity they need to thrive in the increasingly digital world. The Plan ensures a coordinated and well-planned approach to the delivery of services and programs that offer digital literacy and eGov support.

It's important to note that digital inclusion is not just about access, but places particular emphasis on empowerment and participation, both social and economic. While technical skills and abilities are essential, they alone are not sufficient to be fully engaged with digital environments. Individuals should be able "to create meaning and feelings in it" thereby embracing the cultural and creative manifestation of digital inclusion instead of focusing just on technical skills.

Digital Inclusion Action Plan – Measuring Success

The review of the progress and performance of the Digital Inclusion Action Plan is based on the output and assessment of our organisational activity, as well as the broader outcomes we contribute to at a community level.

These have been assessed on various indicators including partnerships, service and programs and connection and access. Through the execution of this plan, YPRL demonstrates how it meaningfully supports the Sustainable Development Goals framework, linking us to the guiding principles and strategic framework in our Library Plan 2021-2025.

Sustainable Development Goals

The Digital Inclusion Action Plan supports:

SDG 3: Good health and wellbeing – Libraries support social connection for mental wellbeing, as well as connecting to health information.

SDG 4: Quality education – Libraries support access to education, through provision of internet, PCs and hardware, and safe spaces to study.

SDG 8: Decent work and economic growth – Libraries provide access to information and skills training that people need to find, apply for, and succeed in work.

SDG 9: Industry, innovation and infrastructure – Libraries provide access to technology and high-speed internet that may not be available anywhere else.

SDG 10: Reduced inequalities – Libraries provide neutral and welcoming spaces that make learning and information accessible to all.

SDG 11: Sustainable cities and communities – Libraries are trusted institutions devoted to promoting cultural inclusion and understanding.

Digital Inclusion Action Plan: What we achieved

YPRL prioritised the establishment of a range of new partnerships that have enabled us to deliver quality programs, activities, and referral agencies to support communities and businesses.

YPRL continues to support our communities' safe digital access by providing free access to activities and events where people can learn, play and engage with technology.

YPRL has supported our communities with free online resources and support services, as well as providing spaces with free WiFi and PCs.

Our confident and skilled staff offered practical in-person (and often ad hoc) support while maintaining options for communities to undertake peer to peer learning.

Digital Literacy for Seniors grant

YPRL received \$91,216 from the Victorian Department of Jobs, Skills, Industry and Regions to deliver digital literacy programs and activities for seniors. YPRL delivered training sessions across the region in online skills for seniors in multiple languages and with translated learning materials. More information is available in the *Digital Literacy for Seniors* February board report.

Objectives and Actions

Objective	Description
Provide equitable access to the digital world	Our communities have access to the tools and information they need to engage online safely and confidently
<p>This was achieved by:</p> <ul style="list-style-type: none"> • Providing free Wi-Fi in every branch (inc. Mobile Library) and public PCs for 620 hours each week. • Provided 125,694 hours of Wi-Fi sessions and 86,182 hours on bookable devices in 2022-2023. • Staff showcasing and encouraging members to download the YPRL app to access our online library resulting in a 26% increase of use in 2022-2023. • Instructions for accessing our Digital Library have been improved to support Digital Literacy and access to our online collections. • Mobile Library has 2 public access PCs and printer and provides Wi-Fi that travels with the mobile library to 13 stops. • Provided over 2000 one on one tech help sessions, with an increase in facilitators of diverse age, cultural background and language. • Provided 13 seniors digital literacy classes in LOTE. • Providing equipment (e.g. Virtual and Augmented Reality, mBots, Makey Makeys, and Spheros), one on one inductions and activities in libraries and outreach locations and schools to provides the training, tools and knowledge to engage in these activities safely. • Continued YPRL hotspot program; reviewed to expand regionally as part of the Library of Things collection (to be available at all branches). • Support to access interpreters to reduce barriers to participating and attending programs. • Virtual access to a Justice of the Peace for community to have documents signed via Whittlesea Library. • Delivered regional (often in partnership) on: <ul style="list-style-type: none"> ○ Scam and eSafety sessions, including take home information booklets. This included specific sessions for Seniors, and up to date information to increase awareness and minimise community risk. ○ Multi-lingual information displays on Scams and e-safety. 	

Objective	Description
Provide equitable access to the digital world	Our communities have access to the tools and information they need to engage online safely and confidently
	<ul style="list-style-type: none"> ○ eTicketing and paying online safely. ○ Phone and text scams. ○ Focused support for online key Government services including MyGov, eHealth sessions and utilities rebate ○ STEAM programs for kids including Makey Makey, Scratch, Lego EV3, Arduino, Sphero, Lego Spike (coding), robotics and Virtual Reality. ○ Classes for beginners navigating online jobseeker systems. ○ Programming introducing and supporting children and families to access eResources, particularly over school holiday periods. ○ Ancestry and Trove genealogy sessions. <p>YPRL has provided a range of digital literacy activities in locations outside our libraries including:</p> <ul style="list-style-type: none"> ● Scam awareness and tech help sessions in Retirement villages and Nursing Homes. ● Providing Nillumbik Tech school STEAM sessions in their annual Maker Fair. ● Providing STEAM activities, including mBots, Virtual Reality and Sphero activities at schools such as Apollo Parkways, Montmorency, and St Luke's Primary Schools. ● Virtual Reality taster sessions at Hurstbridge Hub. ● Augmented Reality and coding mBots at Hurstbridge Hall. ● Mobile Library Storytimes and activities, promoting eResources and related programming. ● Tech Help sessions on the Mobile Library. ● Access to printing and computer services on the Mobile Library. ● School Holiday Programs featuring Virtual Reality, robotics and coding workshops across member Councils. ● Online Lego making sessions via Facebook. ● Online co-design sessions to shape Code Club programming. <p>Recently, YPRL has installed NewsGuard, which supports staff and communities' media literacy. This is displays a Media Literacy 'nutrition label' plug-in on our public and staff PCs. NewsGuard's team of journalists grade the reliability of news sources against criteria such as credibility, transparency, clearly labelled advertising, responsible sourcing of information and more. An overall 'nutrition label' (a score out of 100) is then displayed against search results and in browsers when looking at a website. This assists our staff and community using our PCs to be better informed about the credibility of the news sources they are accessing. Training and marketing materials were rolled out in late 2023.</p> <p>https://www.newsguardtech.com/industries/schools-and-libraries/</p> <p>YPRL also supports communities' developing online confidence by providing eResources in a range of interesting and engaging topics and subjects. These resources are promoted during relevant programs, such as Crafts during Maker Space sessions. Some of these eResources are:</p> <ul style="list-style-type: none"> ● Crafts - access to downloadable recipes, instructions and resources and online classes such as fitness, yoga interior decorating, photography, woodworking, painting etc led by expert instructors. ● Classica – online access to live classical concerts. ● Quello – online access to live rock / pop concerts. ● Clear Pronunciation - Online courses to help people learning English with their pronunciation skills, and videos of conversations in everyday settings. ● New York Times – YPRL is the first library in Victoria to offer free access to a paper with a reputation for ethical, quality journalism.

Objective	Description
Provide equitable access to the digital world	Our communities have access to the tools and information they need to engage online safely and confidently
YPRL eResources are reviewed annually for usage and promotion to ensure that platforms are meeting community interests and needs. Automated purchasing has been enabled on our Libby platform to add titles to our collection as suggested by our community.	

Objective	Description
Connect people to each other	Our library users can connect online with their friends, families, the library community, and the wider world
<p>This was achieved by:</p> <ul style="list-style-type: none"> • Augmented and Virtual Reality sessions for community members with disability, including two Multiple Sclerosis activity groups. This training has provided opportunities for people with a disability to engage with each other at the program, and support people's socialisation online. • Hosting a series of sessions to assist community learning about State Government Power Bonus Saving Scheme and completing application forms. • Continued recruiting 'Seniors Digital Mentors' – senior volunteers who bring their digital expertise for tech help sessions. • Intergenerational Virtual Reality experience, connecting children and their grandparents in Science Week at Thomastown Library, increasing digital experience and learning through fun. • Co-designed programs to address cost of living pressures, connecting community with local services and offers. • Movie and craft events for diverse audiences across the region, connecting with digital content (such as Kanopy films) highlighting membership access. • All face-to-face sessions have opportunities to socialise and connect with others. 	

Objective	Description
Seek radical partnerships and collaborations	We understand the power of partnerships and the reach and benefits they bring to our communities and organisation
<p>Many of the activities, programs and sessions reported above were delivered in partnership with:</p> <ul style="list-style-type: none"> • Member Councils (City of Whittlesea, Banyule City Council and Nillumbik Shire and positive ageing and youth teams, such as Baseline, Jets, Carer's Support, and Age Friendly teams) • Member Council U3A organisations • Deadly Boorais • LOOKOUT Education Support Centres • Innovation Youth Centre • Various aged care and retirement villages • Bitola Macedonian Seniors Association • BlueCross • City of Whittlesea Arabic Speakers Support Group • Himilo Community Connect • Local schools • Health organisations such as Women's Health in the North and Healthability • Whittlesea Community Connections 	

Objective	Description
Seek radical partnerships and collaborations	We understand the power of partnerships and the reach and benefits they bring to our communities and organisation
<ul style="list-style-type: none"> • Be Connected • Melbourne University • Jesuit Social Services • RoboGals Melbourne • Business Victoria • Rosanna Fire Station Community House • Circolo Pensionati Italiani di Bundoora • Mernda Retirement Village • Nillumbik Positive Ageing Advisory Committee • Panton Hill Neighbourhood House • Airlie Ivanhoe Aged Care • Plenty Valley Retirement Village • Regis Macleod Aged Care • Whittlesea Carer's Group <p>Centrelink, Post Offices, Electoral Offices, Vic Roads and many other support services are directing community members to YPRL branches to seek assistance to access digital and tech help assistance.</p>	

Objective	Description
Increase organisational and staff capacity	Our staff feel confident and empowered to engage our communities in digital literacy. Our technology and equipment are well maintained and current
<p>This was achieved by:</p> <ul style="list-style-type: none"> • Created a Tech Help working group of staff across the region who mentor each other and share tech help skills. This group supports other staff in branches with ad hoc Tech Help enquiries and builds staff confidence and digital literacy. • Branch Managers are including 'curiosity' sessions in team meetings where staff can play with new and emerging technology to develop confidence and skills and embed a culture of 'Try, Test and Learn'. • During 2022-2023 YPRL delivered a digital transformation project for the organisation. This involves transitioning staff to Microsoft 365 Cloud solutions. The results will be increasing staff's understanding of cybersecurity, their confidence in working in the cloud and increased knowledge of different online collaboration tools, technologies and solutions available. This project has improved business processes, resulting in staff skills and confidence development to support communities in these areas. • Staff regularly seek learning opportunities from Tech Help volunteers when sessions aren't booked by community members, upskilling themselves to help with enquiries in future. • Ongoing staff training and internal presentations in areas such as Virtual Reality (State Library Victoria), debunking misinformation/disinformation and Artificial Intelligence. • Ongoing participation by staff in the New Creative Technology working group, managing STEAM resources across the region. • Ongoing co-design activity with community, diversifying staff skills, learning and identification of local needs in the digital space. 	

[END OF DIGITAL INCLUSION ACTION PLAN YEAR 2 REPORT]

Digital Inclusion Action Plan 2022-2025

What is Digital Inclusion?

Day to day economic and social life is experiencing rapid digital transformation. Digital inclusion is the capability and capacity of individuals or groups to fully engage with the online world and to use technology confidently in their daily lives.

Those without this capability are considered “digitally excluded”. People who are digitally excluded may struggle to access education and services, connect with family and friends, manage their health, follow news and media, participate in cultural activities, manage their finances, or engage with the wider world.

The three main barriers to digital inclusion are:

1. Access – the availability of the internet and connected devices.
2. Affordability – the financial means to get online.
3. Digital Ability – confidence to use the internet safely.

Libraries have a key role to play in reducing and removing these barriers for our communities.

Strategic Alignment

This Action Plan is informed by the three member councils’ community, health and wellbeing, social enterprise, and business plans, as well as YPRL’s [Library Plan 2021-2025](#). Our vision is:

Informed creative communities: connected, empowered and well

Our three-member councils understand the value of digitally connected citizens and the necessity of accessing services online, and appreciate the role of the library in supporting the community with access and skills.

The Victorian State Government has produced the *Victorian Digital Strategy 2021-2026*, aiming to deliver better, fairer, more accessible services; a digital-ready public sector; and a thriving public economy.

Sustainable Development Goals

YPRL supports and contributes to the delivery of these United Nation’s Sustainable Development Goals (SDG); understanding the important role libraries play in the international drive for greater social equality, improved economic prosperity and a more sustainable environmental approach. The SDGs provide a framework to demonstrate how libraries can support positive change, from quality education to reducing inequalities. This helps us to reflect on and align with other organisations to determine how we can create localised outcomes that contribute to meaningful change for the whole nation.

This Action Plan contributes to:

SDG 3: Good health and wellbeing – Libraries support social connection for mental wellbeing, as well as connecting to health information.

SDG 4: Quality education – Libraries support access to education, through provision of internet, PCs and hardware, and safe spaces to study.

SDG 8: Decent work and economic growth – Libraries provide access to information and skills training that people need to find, apply for, and succeed in work.

SDG 9: Industry, innovation and infrastructure – Libraries provide access to technology and high-speed internet that may not be available anywhere else.

SDG 10: Reduced inequalities – Libraries provide neutral and welcoming spaces that make learning and information accessible to all.

SDG 11: Sustainable cities and communities – Libraries are trusted institutions devoted to promoting cultural inclusion and understanding.

Context

This Action Plan underpins YPRL’s digital inclusion strategy for the next three years.

There is more reliance than ever on online technologies to manage daily life, and those who are digitally excluded struggle more and more to fully participate in society.

The Australian Digital Inclusion Index is published each year, using data from the Australian Internet Usage Survey to measure digital inclusion across the areas of access, affordability, and digital ability.

The Index looks at these areas and assigns a score out of 100. The national average in 2021 is 71.1, up 3.6 from 2020. Whittlesea and Nillumbik both sit above the national average, with an average index of 73.0, while Banyule is slightly below, at 71.0.

Measure	Access	Affordability	Digital Ability	Overall
Banyule	71.0	95.0	63.0	71.0
Nillumbik	73.0	95.0	64.0	73.0
Whittlesea	74.0	93.0	66.0	73.0
National Average	70.0	93.1	64.4	71.1
State Average	71.0	93.0	65.0	72.0

Data: Australian Digital Inclusion Index 2021

Through the pandemic, as more people have been forced to pick up digital skills, digital inclusion has improved. However, 11% of people nationally are still classed as “highly excluded”, with an index score of less than 45. Access, affordability, and digital ability remain far from universal, and public libraries play a key role in filling the gap.

Index data also shows that:

- Digital inclusion increases with education, employment, and income.
- Australians who speak a language other than English at home generally have higher levels of digital inclusion.
- Couples with children tend to be more digitally included than people who live alone
- Digital inclusion for seniors is improving.

Libraries support their communities in all three areas relating to digital inclusion: access, affordability, and digital ability.

Access: libraries see first hand the impact that access to internet can have. Staff observed library users sitting in the car park for hours on end while the branches were closed during lockdown, so that they could use the free wifi for school work – this led to the successful 100 Hotspots program.

PC use is declining overall but is critical for those who use it, as they usually don’t have a device of their own. Access to their email, banking, government portals, and other everyday necessities is enabled through the library.

Affordability: libraries are public infrastructure and are free to use, with equitable access for all.

Digital ability: YPRL supports the community to improve digital skills through one on one tech help sessions, structured classes, and ad hoc tech assistance. Staff are highly digitally literate and are skilled in teaching those less able.

Library Staff

Library staff are key to adapting to the changing needs and demands of library users. Libraries are filling the void of access and digital knowledge and will be increasingly sought after to support digital literacy and access to digital services, especially government services.

The digital literacy and digital confidence of YPRL staff has grown markedly over the last few years, with changing services during lockdowns and restricted services meaning that many staff have embraced new skills. As Victoria moved to a reliance on QR codes, and then digital vaccination certificates, libraries were critical in helping people understand how to interact in this new world, and staff at all levels quickly became experts on MyGov and Service Victoria.

Staff are also critical in online information needs and information literacy. Information and misinformation are everywhere, and skills in searching for, filtering, and interpreting information will continue to increase in demand.

YPRL staff take an inquiring mindset towards technology and are not afraid to try, test, and learn.

Objectives and Actions

Objective	Description	Actions
Provide equitable access to the digital world	Our communities have access to the tools and information they need to engage online safely and confidently	This will be achieved by: <ul style="list-style-type: none"> • Providing access for the community to get online, with hardware and internet, for example PCs, Wi-Fi, hotspots for loan • Delivering programming that supports digital literacy • Providing quality information on esafety in a range of formats • Delivering services and programs that increase information literacy and address misinformation and fake news • Provide quality eresources that are relevant to the community and reflect interests and need
Connect people to each other	Our library users can connect online with their friends, families, the library community, and the wider world	This will be achieved by: <ul style="list-style-type: none"> • Delivering programming that brings people together • Supporting the community with tech help and digital literacy • Focused support for key online government services
Seek radical partnerships and collaborations	We understand the power of partnerships and the reach and benefits they bring to our communities and organisation	This will be achieved by: <ul style="list-style-type: none"> • Collaborating and engaging with partners to design and deliver programs that support digital inclusion, especially around areas of esafety • Leveraging partnerships to deliver efficient programs with maximum impact, for example U3A, Councils, Whittlesea Community Connections • Seeking grants for creative ways to deliver new technology, services, and activities

Objective	Description	Actions
Increase organisational and staff capacity	Our staff feel confident and empowered to engage our communities in digital literacy. Our technology and equipment are well maintained and current	<p>This will be achieved by:</p> <ul style="list-style-type: none"> • Empowering staff to keep up to date with technology trends and community needs • Staff awareness and knowledge of the technologies available to them within YPRL, and of the emerging and relevant technologies in the community • Managers and staff view providing technology advice and support as a core branch activity, with all branch staff able to provide tech help • Branch staff engaging with community to understand digital needs and requirements and provide advice to YPRL management around equipment and software needs.

[END OF DIGITAL INCLUSION ACTION PLAN 2022 – 2025]

Agenda Item 8: OHS Six-Monthly Report

Responsible Officer: Chief Executive Officer

Author: Rob Green, Executive Manager Corporate Services

REPORT

SUMMARY

This report is for the Board's information and provides a summary of incidents for the period 1 July 2023 to 31 December 2023 including an update on activities undertaken as part of YPRL's OHS management system.

INTRODUCTION

YPRL's OHS management system is made up of the following elements:

- Policies, procedures and planning
- Incident reporting
- OHS Committee
- Employee training
- WorkCover management

REPORT

1. Policies, procedures and planning

The following procedures are under review by the OHS Committee:

- Emergency
- First Aid
- Incident Reporting and Management
- Threats
- Facilities and Amenities
- Smoking, Drugs and Alcohol

Safety Moments continue to be a standard agenda item at all meetings and continue to foster YPRL's culture of Safety First.

2. Incident Reporting

A total of one hundred (100) reports were submitted between 1 July to 31 December 2023.

This included eighty-four (84) incidents, fourteen (14) hazards, and two (2) near miss. A summary and comparison of incidents by type for the period is shown in Table 1, and a breakdown of incident types by location is provided in Table 2.

Table 1: Incident Summary and Comparison		
Incident Type	No. Incidents 1 Jul to 31 Dec 2022	No. Incidents 1 Jul to 31 Dec 2023
Inappropriate Behaviour (Physically Aggressive)	Not recorded	2
Inappropriate Behaviour (Verbally Aggressive)	Not recorded	12
Inappropriate Behaviour (Other)	33	24
Burglary/Theft	1	0
Patron Injury/Illness	19	15
Staff Injury/Illness	8	8
Property/Building Damage	7	13
Unattended Child	Not recorded	5
Other	8	5
TOTAL	76	84

Location	Inappropriate Behaviour (physically aggressive behaviour)	Inappropriate Behaviour (verbally aggressive)	Inappropriate Behaviour (other)	Burglary / Theft	Patron Injury Illness	Staff Injury Illness	Property/ Building	Unattended Child	Other	Total No.
Diamond Valley	0	0	0	0	0	0	0	0	0	0
Eltham	0	4	1	0	2	1	0	0	1	9
Ivanhoe	0	2	7	0	8	0	0	0	1	18
Lalor	0	1	2	0	0	1	1	2	1	8
LSS	0	0	0	0	0	1	0	0	0	1
Mill Park	1	1	7	0	2	2	10	0	0	23
Mobile Library	0	0	0	0	0	2	1	0	0	3
Outreach Vehicle	0	0	0	0	0	0	0	0	0	0
Rosanna	0	1	2	0	0	0	0	1	0	4
Thomastown	1	1	1	0	1	1	1	2	0	8
Watsonia	0	1	2	0	2	0	0	0	1	6
Whittlesea	0	1	2	0	0	0	0	0	1	4
Total	2	12	24	0	15	8	13	5	5	84

Incident Trends:

Due to upcoming legislative changes relating to Psychosocial Hazard Reporting and to ensure we have data that goes back as far as possible, the incident report now breaks down Inappropriate Behaviour into 3 categories: Physically Aggressive, Verbally Aggressive and Other. Another addition to the incident reporting is Unattended Children.

Two (2) of the 38 Inappropriate Behaviour Reports related to physically aggressive behaviour, with 12 relating to verbally aggressive and 24 relating to other exhibited by patrons including threat, arguments between patrons, watching pornographic material, yelling, videoing young girls, racism, making staff feel uncomfortable by leering, and sexual behaviour.

We continue to provide staff with additional skills to cope with responding to these types of incidents, and staff were reminded to refresh their skills and knowledge in the Librarians Guide to Homelessness, which has released new training materials around De-escalation of aggressive behaviours, and how to back up coworkers during a crisis/conflict.

There were no incidents or burglary, or theft reported for the period.

Fifteen (15) incidents related to patron injury/illness included nine (9) children with various injuries/illnesses relating to tripping and falling, jamming fingers in doors. There were six (6) adult injuries/illnesses relating to tripping and falling and fainting.

There were eight (8) staff injury/illness reports relating to lower back strains, shoulder strain, feeling faint, finger injury, and ankle sprain.

Thirteen (13) Property and Building Incidents were reported, with nine (9) consisting of offensive graffiti, damaged shelving, damage to outreach vehicle, smashed window, and fire alarm.

Five (5) incidents were reported as Other, relating to child locked in toilet, dementia patron, smell of smoke, Uluru Statement, and human faeces.

Five (5) incidents were reporting relating to unattended children within the library.

There has been an increase in incidents reported from this time last year by 11.

Incidents relating to Staff Injury/Illness are the same as this time last year.

There has been a decrease in reported incidents of:

- Burglary/Theft
- Patron Injury/Illness
- Other

There has been an increase in reported incidents of:

- Inappropriate Behaviour
- Property/Building

Fourteen (14) reports advised of hazards relating to Risks of injury to a person such as tripping, sun glare, frozen water pipes, boiling water, damp smells, sensor tap broken, automatic doors, inappropriate use of chairs, carpark lighting, property damage, air conditioning failure, and failure of mechanical steps on mobile library.

WorkCover

Currently there is one (1) active WorkCover claim for medical expenses only (the workers entitlement to weekly payments has ceased but continues to be entitled to limited medical and like expenses).

Paramedical Support

Currently there is one (1) staff member utilising Paramedical Support Services.

CCTV

CCTV has been set up and/or moved to an appropriate location (based on safety/security) with agreement from the Branch Staff at Mernda/Mill Park and the Consultative Committee. This has also been flagged with the OHS Committee.

AED (Automated External Defibrillators)



As previously mentioned, the below sites have been fitted with a Defibrillator as part of an identified need to the community.

Mill Park, Lalor, Thomastown, Eltham, Watsonia, Diamond Valley. Ivanhoe and Whittlesea have a defibrillator on site due to the shared space with Council operations.

The new mini-branch Mernda has also recently had a defibrillator installed as part of the refurbishment. The upcoming Rosanna Branch will have a Defibrillator as part of the build.

3. OHS Committee

There are currently nine (9) appointed Health and Safety Representatives (HSR's) across the region with scheduled bi-monthly OHS Committee meetings occurring, and two Management Representatives.

There have been four (4) meetings this calendar year with 3 new HSR's appointed at the end of the year.

During the reporting period the OHS Committee:

- Continued to review the OHS manual procedures.
- Share Safety Moments
- Review of OHS Policy
- Review Emergency Response Kits
- Review number of First Aid Officers
- Discuss and review incidents and hazards.
- Review of Risk Assessment template
- Discuss key dates of interest and planning of events.

4. Employee Training

All employees were required to complete annual OHS training, with completion rates for 2023 shown below. ***Depending on the renewal due date, the completion rates will vary.***

Topic	Current Completion Rate
Bullying and Harassment	60%
Bullying and Harassment for Managers and Supervisors	67%
OHS Duty of Care for Victorian Employees	75%
OHS Duty of Care for Victorian Managers and Supervisors	71%
Equal Employment Opportunity for Employees	75%
Equal Employment Opportunity for Managers	66%
Social & Digital Media and the Workplace	72%
Incident Investigation for Leaders & Health and Safety Representatives	76%
Manual Handling	75%
Fraud and Corruption Awareness and Prevention	75%
LGBTIQA+ Awareness in the Workplace	97%

Several other health and safety training sessions were offered covering the following topics:

- De-escalation and managing conflict
- Homelessness in libraries
- Managing young people's behaviour & talking to parents regarding their children
- First Nations & Building Aboriginal Cultural Safety
- Disability Managers and Inclusive Customer Service including working with people with dementia
- Resolving Liberal vs Conservative Conflict in the Workplace
- How to influence health and safety outcomes – WorkSafe
- OHS training including CPR Refresher, Contact Officer training, Fire Safety training
- Heavy Rigid Auto Experienced licence only
- Understanding Psychosocial Risk & trauma in the workplace

Two (2) new Health and Safety Representatives have been appointed and will be undertaking the 5 Day HSR Training in early 2024, and one (1) additional Team Leader Representative who will be undertaking a one (1) day management training session in early 2024.

There are ten (10) Health and Safety Representatives, two (2) Management Representatives, one (1) Team Leader Representative, and one (1) Executive Manager and one (1) People and Culture Representative on the Committee.

There are thirteen (13) First Aid Officers across the region.

CONSULTATION

Senior Leadership Team and OHS Committee representatives.

CRITICAL DATES

N/A

FINANCIAL IMPLICATIONS

All financial implications are contained within the body of this report.

LINKS TO LIBRARY PLAN

Outcome:

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

Priorities:

- People and capacity
- Governance and technology

DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

RECOMMENDATION

THAT the Board resolves to RECEIVE and NOTE the OHS Six-Monthly Report July 2023 – December 2023.

M: _____
S: _____

Agenda Item 9: Digital Literacy for Seniors Grant Report (NOTING)

Responsible Officer:	Chief Executive Officer
Author:	Robyn Ellard, Executive Manager Public Participation
Attachment:	9. – Digital Literacy for Seniors Grant - Community Stories

REPORT

INTRODUCTION

In 2023, State Government of Victoria provided funds to all Victorian Public Libraries for the Digital Literacy for Seniors Program. YPRL received a grant of \$91,216 and with this partnered with local organisations and Member Councils to conduct targeted, hands-on digital training programs for older members of the community during 2023.

To deliver this project, YPRL appointed a Coordinator (.6 FTE) to design and manage the program funded from the grant. The Coordinator collaborated with external agencies, Member Councils and YPRL's Executive team to deliver the project.

The program design and development was informed by the Victorian State Government's *Digital Strategy 2021-2026*, the Commissioner for Senior Victorians 2020 report *Ageing Well in a Changing World*, YPRL's *Library Plan* and YPRL's *Digital Inclusion Action Plan*.

REPORT

The program coordinator conducted codesign sessions and consultations with older adults' groups, receiving valuable insights and feedback from respondents. Three (3) codesign sessions, one per LGA in YPRL's catchment, were provided along with an additional twelve (12) consultation sessions where older adults were provided a questionnaire to answer.

From these sessions it was identified that older adults in the community were interested in basic internet support, using phones or tablets to connect with family, online security, and banking, and accessing government services. Respondents also highlighted barriers hindering their participation, such as lack of internet usage experience, previous ineffective classes due to large group sizes or classes that weren't aimed at older adults, access to a device or laptop, and reluctance towards using email services.

A project team was established to ensure effective project delivery across the three local government areas (LGAs) that YPRL services, as well as ensuring increased organisational capability and staff knowledge.

Key outcomes:

- Codesigned with three seniors' organisations and consulted with 12 community organisations which set the direction of the project.
- Partnered with 15 community organisations to deliver events (see table below for partners).
- Delivered 45 class sessions in libraries and outreach settings and over 1000 one-to-one Tech Help sessions.
- Provided development opportunities to 20 staff.

- Provided 'in language' sessions in Chinese (one class), Arabic (six classes), Macedonian (five classes), Somali (1 class) and Italian (1 class)

Digital Mentor program:

Research shows that older adults who are thriving in the digital age are the best digital literacy teachers for older adults who are less confident with technology. Participants in our consultation process indicated that they wanted to learn from other older adults who would understand the challenges, provide specific one on one support and 'speak their language'. Due to this feedback, we created a Digital Mentor program and recruited seniors as Digital Mentor volunteers. To date nine (9) new Digital Mentor volunteers have been engaged, with plans to continue recruitment. Most volunteers are over the age of 55 and are being supported to deliver face to face tech help with individuals. Training has been provided to both volunteers and selected staff in Scam and Fraud Awareness and Prevention training which has provided participants with important information, tips, and resources about how to be safe and confident online. The ongoing focus on volunteer Digital Mentors has created a sustainable model to supporting seniors' digital literacy.

Partner organisations:

Organisation name	Explanation
Airlie Ivanhoe Aged Care	Facility: hosted outreach tech help for residents.
Banyule City Council Carers' Support	Consulted and promoted tech help session to their members.
Banyule City Council Age Friendly Team	Codesigned and promoted five tech help sessions in community locations
Bitola Macedonian Seniors Association	Promoted and attended series of five classes.
BlueCross Ivanhoe Aged Care	Facility hosted outreach tech help for residents.
Circolo Pensionati Italiani di Bundoora	Promoted and attended tech help for members
City of Whittlesea Arabic Speakers Support Group	Promoted and attended series of 6 classes.
Himilo Community Connect	Consulted promoted and hosted cyberbullying session for Somali grandparents
Mernda Retirement Village	Promoted and hosted two tech help sessions for residents.
Nillumbik Positive Ageing Advisory Committee	Promoted and attended two tech help sessions for members.
Nillumbik U3A	Codesigned and promoted a series of five iPad classes for members.
Panton Hill Neighbourhood House	Promoted and hosted tech help session for residents.
Plenty Valley Retirement Village	Promoted and hosted three tech help sessions for residents.
Regis Macleod Aged Care	Facility: hosted outreach tech help for residents
Whittlesea Carers Group	Codesigned and attended tech help for members.

Participant feedback:

Feedback was collected via two survey forms – a pre-session survey and a post-session evaluation.

Confidence change:

A confidence assessment was measured by comparing the pre-session and post-session surveys conducted over seven (7) sessions.

The pre-session survey results indicated almost half of the participants had no or little confidence with 50% indicating they had moderate confidence. Very few surveyed indicated high confidence.

The post-session survey results demonstrated an increase of confidence with nearly 70% indicating moderate confidence and almost 14% high confidence. Only 17% were still experiencing no or slight confidence.

These findings underscore the positive impact the sessions have had on participants' confidence levels.

What participants liked about the session:

Participants praised various aspects of the program, including the facilitator's ability to understand and address individual problems, answering questions, discussing cyberbullying and app functionality, imparting knowledge on staying calm, filling in forms, and uploading the Seniors Card. Participants also commented on how much they appreciated learning to use keyboards, pushing device buttons, developing safe passwords, and being aware of scams.

Additional feedback:

Standout replies from participants expressed gratitude for catching up with current technology, enjoyment of the discussion on cyberbullying, appreciation for the helpful and supportive environment, gaining new knowledge, and the positive experience of using a computer and keyboard for the first time.

Please see attachment for community stories and quotes.

CONSULTATION

N/A

CRITICAL DATES

N/A

FINANCIAL IMPLICATIONS

N/A

POLICY STRATEGY AND LEGISLATION

N/A

LINKS TO LIBRARY PLAN

Outcomes:

- **Knowledge and learning:** Together we build capacity and confidence for people across our communities to meaningfully participate in work and community life.
- **Connection:** Create places and spaces for people throughout our communities to connect, belong and actively engage with each other.
- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.
- **Wellbeing:** Help individuals and communities to better engage in, understand and take positive actions to support their mental and physical health.

Priorities:

- Information and resources
- Participation and belonging
- Outreach
- Governance and technology
- Environmental and social sustainability
- Mental, physical and social wellbeing
- Connect to local experts

DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

CONCLUSION

The Digital Literacy for Seniors project involved consultation with relevant community, agencies and other stakeholders during the life of the project. The outcomes from this consultation indicated a need for increased one on one tech help sessions in all YPRL branches, more of these sessions delivered by other, older adults who were confident with digital technology and more opportunities for social engagement.

As a result, YPRL has initiated a Seniors Digital Mentor program. In addition, YPRL will design programs to support older adults with digital literacy that include opportunities for social connection and examples of how to combat the cost-of-living pressures. For example, we will provide movie sessions for seniors showcasing our digital library streaming services and include a coffee session afterwards demonstrating how participants can access YPRL's digital library resources at home, for free.

RECOMMENDATION

THAT the Board resolves to RECEIVE and NOTE the Digital Literacy for Seniors Grant report.

M: _____
S: _____

Community Stories

Banyule

John's Story

Aged Care Digital Literacy Class Strathalan Aged Care

John is 98 years old and a resident at an Aged Care facility. He wanted to use his computer to research health topics and he needs a new phone so wanted to find out which would be the best one.

John is so appreciative of the digital literacy help he has been given. He feels like it has opened up a new world of information to have someone come and explain how to actually use his computer for what he really needs.

'You have to remember just a few years ago I could ring a number and talk to someone who would help. Now I can't and I have to use a computer. But it just seems ridiculous how it keeps asking am I a human. Of course, I am! Then all the pop ups and putting in my details over and over. I was so close to giving up. I feel like there's no consideration for old people and their concerns. Luckily, we have had help here with Nell (YPRL Staff Member) and I feel more confident and understand it more.'



John, 98 years old becoming more confident at using his computer in the Aged Care facility

Nillumbik

Eileen's story

U3A Digital Literacy Class

Eltham Library

Eileen was given an iPad as a Christmas gift a few years ago. She was very appreciative but found that she couldn't use it much. She tried, but often got frustrated with it so she gave up. Since Eileen has attended the Seniors Digital Literacy Sessions, she found she has learnt so much. She has learned how to use simple things, like searching on the Internet, using MyGov. Even something that could be simple to others such as folding the iPad cover, so it can stand up right, scrolling on the screen with her fingers, and there are many other things she can now do. Eileen now loves the class and feels that it has given her more confidence to do a variety of things online.



Participants at the Eltham Digital Literacy class held in collaboration with U3A Nillimbuk

Jill's Story

U3A Digital Literacy Class

Eltham Library

Jill attended the Digital Literacy sessions and found it was exceptionally well conducted and because it was a small group they looked after each individual's needs. She felt the instructors had patience and were able to explain it all in simple terms.

'We were able to learn about the functions of different icons on home pages. Even listening to our concerns about safety and security of Government sites. I now feel I can expand the way I use my iPad and with more confidence. I always felt in danger of deleting things if I explored the different icons. This course is certainly worth continuing'.

City of Whittlesea

Sawsan's Story

Arabic Digital Literacy Class

Mill Park Library

The Digital Literacy Class for the Arabic community is being regularly held at Mill Park Library and created in collaboration with the City of Whittlesea.

One of the members, Sawsan, from the class gave her perspective on the changes digital literacy has made for her. She used to be afraid to send an email or use her computer without asking her daughter to check each step.

'It seems like everything is now online. You must know how to use a computer to get to MyGov, make an appointment with doctor etc, otherwise you are unaware of what is going on and you feel very lost'.

'I have been attending the classes over the last 2 months and I am so happy and confident. It has made such a big change. I am no longer afraid to use the computer, I have sent emails and find there is very little need to ask my daughter for help. I am even using Be Connected on my own to learn more and more. I will be sad when this program finishes, as there really is so much more to learn.'



Sawsan (left) learning how to use Word for Windows and Nadia (YPRL staff member)

Wendy's story

Aged Care Digital Literacy Class

Mernda Retirement Village

'I have basic knowledge of computers, can email and buy online too. I attended a session here at the retirement village and it was great. My main concern was how to take photos with my phone and now I'm able to use it properly. Someone asked a question, and the library staff showed us how, then someone had a different problem and they showed us how. So, we all picked up tips and even learnt from each other.'

'What happens when we need help is - when we ask our kids or grandchildren - they unintentionally do it for us. They don't show us, it's no one's fault, it just happens. They're tired from work etc, and they just fix it for us rather than teaching.'

'Everyone wants to learn so much more and we are all concerned about scams, so if we had regular sessions that would help minimise the risks for us.'

Vangel's Story

Macedonian Digital Literacy Class

Thomastown Library

Vangel is a regular participant at the Macedonian Digital Literacy class. As a migrant he came to Australia, worked hard, raised a family and didn't get an opportunity to go to school. Now with the changes in technology and having to fill out forms online, he has to rely on his children and grandchildren but even they don't have much time to help with the increased need for online forms.



'Thank goodness for the library, we can use the computers in the library as most of us don't own a computer. We are lucky someone is teaching us all the basics. It is such a good help and I feel more comfortable now than I did five weeks ago. I hope the library continues this as I want to learn how to use email and so many other things.'



Vangel at the Macedonian Digital Literacy class held at Thomastown Library

Maria's Story

Italian Digital Literacy Class

Thomastown Library

A lively group of Italian pensioners meet each week at Thomastown Library. At one of the Digital Literacy sessions, I spoke to Maria and asked if she wanted any help with her mobile phone. She explained that she only used her mobile for calls as she struggles to text. She had very little confidence using her mobile phone because of her arthritis and finds it difficult to touch her tiny mobile phone screen to navigate or type a message. She was frustrated and unable to text on her phone without pain, so she rarely uses it. I told Maria that I may have a solution for her. I showed her how she could use the microphone to dictate her message and the text comes up on screen (speech to text). Since she doesn't use texting other than to view her medical appointment reminders it was a whole new experience for her.

To put her lesson into practice she started a new message, used speech to text and sent it to her husband. Her first message to him was:

'I'm learning how to use my phone' then

'It's very confusing', then

'I'm still learning how to use this text business', then

'I think I'm getting better at it!'

He sent back *'Brava Maria 😊'*

Maria was amazed that she could now use speech commands on Google to find a recipe, get a doctor's phone number and so much more information. She was so happy to gain these new skills and has confidence in using her mobile phone in a more accessible way and said she will use it to text her family and friends!



Italian digital literacy members at Thomastown Library.

Participant Quotes

'My husband recently passed away and left photos, videos on the computer, I haven't been able to access them. With your help today it has been like a miracle to see the photos again. I now know how to use this contraption, thank you so much'

'After Covid no one really wants to get out and about and I've felt so lonely. Learning how to use email or even search on the internet what the news is today is amazing!'

'I can't believe I can now watch TV on my iPad'.

'A friend got scammed, she said the email looked just like her bank email. They took money from her. The bank said she should've been more careful or got it checked. But she doesn't drive and most of the bank branches are closed. How are you meant to get help, where do you get help?'

'Very, very grateful that I can start to catch up on tech stuff.'

'I do not have children or grandchildren, so I have no one to ask for help. I feel very lucky to have the Macedonian Computer class to help me. I used to be stuck and lonely, now I can come here, meet others and learn so much about computers and my phone. It feels like I can now learn everything!'

'I am happy with the class. I want to learn how to send emails to family overseas. I want to pay bills from my house, and I want to know how to not be scammed. I enjoy meeting other Macedonian people here and talking to them. We find we have a lot in common!'

'I don't have a computer at home and am thankful I can use one here at the library. I am learning so much from this class. I am very happy to learn how to register for MyGov and Centrelink help too.'

'This is a good class - and you have Sylvia who can speak Macedonian - that makes it much easier for me to learn.'

'I have to wait for my kids to come over to dinner to ask for help. Then bam, bam, bam it's done - and they fix it. I understand they are busy, work and children, but I have learnt nothing. I am so glad I can learn here.'

'Basic things have become too hard. I feel helpless. You know we don't get the white pages or business telephone book? So, I want to be able to use a computer to look up a phone number.'

'My children got me a phone for emergencies. I just needed to know how to use my phone to contact someone if I wasn't feeling well. I can do that and now I want to use it to text, or to use the internet or take a photo while I'm out.'

With the conversations we have I now take my time and assess if the email or text I just received is legitimate or a scam. Before these classes I panicked and clicked on an email and I did get scammed. But now I have the skills and knowledge and know what to look for so I can safely delete

[END OF ATTACHMENT 9]

Agenda Item 10: CEO International Conference Report (NOTING)

Responsible Officer: Chief Executive Officer
 Author: Jane Cowell, Chief Executive Officer

REPORT

SUMMARY

As part of the CEO agreed performance development plan for 2023, the Board approved the CEO to attend the International Federation of Library Associations (IFLA) 88th World Library and Information Congress (WLIC) in Rotterdam, The Netherlands, 19 – 24 August 2023.

REPORT

The theme of the IFLA WLIC 2023 was *Let's Work Together, Let's Library* inviting libraries to explore how libraries can contribute to an inclusive society, one in which everyone can participate. Key topics include personal development, the stimulation of reading, the development of language and digital skills, free access to culture, digital knowledge, and innovation. IFLA has an active membership of over 1400 members (Library Associations across the world) with well established relationships with the United Nations and other international organisations to advance the cause of libraries the world over. The CEO is the current Chair of the IFLA Standing Committee Public Library Section.

Over 3000 delegates from over 100 countries attended WLIC 2023. The opening ceremony included presentations from the Minister of Education, Culture and Science, Robbert Dijkgraaf, her Royal Highness Princess Laurentien of the Netherlands and the incoming IFLA Secretary General Sharon Memis.



As the Chair of the IFLA Standing Committee Public Library Section, I attended the formal meeting of the section on Sunday 20 August where each member delivered a report on the key issues facing Public Libraries in their country. I also attended the IFLA Metropolitan Libraries Section meeting in the afternoon to discuss a joint mid-term conference to be held in Barcelona in 2024 with the proposed theme of Libraries supporting democracy.

The Congress provides opportunities for all Standing Committees to contribute to the program and the Public Libraries Section had two (2) sessions on the program: IFLA / Systematic Public Library of

the Year Award presentation, UNESCO / IFLA Public Library Manifesto (Manifesto) Toolkit presentation. My roles within these two sessions were to introduce a short-listed Public Library for the Public Library Award and as a table lead to support attendees to develop their own toolkit for using the Manifesto in their country to advocate for their public libraries. I was also invited to facilitate a workshop for the Continuing Professional Development and Workplace Section on Toxic Librarianship and Leadership: Strategies and Methods in Addressing Difficult Workplace Environments.



CEO Jane Cowell with ALIA CEO Cathie Warburton, Australian Reception Rotterdam

The Australian Library and Information Association (ALIA) hosted an Australian Reception on the evening of Sunday 20 August which I MC'd as the President of ALIA. Dr Greg French, Australian Ambassador to the Netherlands and Permanent Representative to the Organisation for the Prohibition of Chemical Weapons, gave the Australian welcome to the over 100 International and Australian guests at the reception. The incoming IFLA President is Australian, Vicky McDonald (CEO State Library of Queensland) and she also spoke at the event.

During the conference I met with the President Eileen Morrissey and CEO of the Ireland Library Association, Stuart Hamilton to discuss strategies for public libraries to deal with book challenges and challenges to inclusive events for LGBTQIA+ community. I also met with the UK Chartered Institute of Library and Information Professionals CEO Nick Poole regarding public library services within the UK. Part of my work for IFLA at the conference included negotiating with a new sponsor for the IFLA Public Library of the Year Award, Kim Jardine Managing Director, James Bennett from Baker and Taylor Publisher Services who will sponsor the award for the next 5 years.

The IFLA Public Library Section partnered with the IFLA Environment, Sustainability and Libraries Section (ENSLIB) to deliver a satellite event in collaboration with Bibliotheek Midden-Brabant, LocHal (Tilburg The Netherlands) on Saturday 19 August. The focus was on “Libraries as Actors of Climate Empowerment”. Libraries can empower all members of society to engage in climate action, raise public awareness and create programmes that engage all members of society. A mix of keynotes, lightning talks and workshops were organised for the programme with many examples of libraries supporting climate action within their communities. I was on the working party for this programme and it was very informative with a number of opportunities to meet librarians doing amazing work within their communities on climate change. Finland libraries are leading the world in this work.



There was a significant controversy at the WLIC due to the selection of Dubai for the 2024 WLIC as homosexuality is illegal in the UAE and inclusion for all people regardless of sexuality is a core value for the profession. Since the General Assembly of all IFLA members held at the conference on the closing day where members made known their strong views on this issue, the IFLA Governing Body has determined there will not be a 2024 WLIC and are reviewing the Congress model as it is very expensive for any city to host with a \$500,000 Euro minimum contribution required.

Overall, the Congress provided many valuable opportunities to meet passionate librarians from all over the world and discover key projects that can advance YPRL practices.

CONSULTATION

N/A

CRITICAL DATES

Nil

FINANCIAL IMPLICATIONS

Within budget

POLICY STRATEGY AND LEGISLATION

Nil

LINKS TO LIBRARY PLAN

Outcome:

- **Organisational strength:** Investment in our staff, capacity, and governance to ensure we are capable and ready to adapt, learn and empower our communities in environmentally and socially responsible ways.

Priorities:

- People and capacity
- Governance and technology

DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

CONCLUSION

My sincere thanks to the Board for supporting this Professional Development opportunity. The Australian Reception where I met the National Librarians from many countries, met the Australian Commissioner and networked with other national Library Association representatives was a highlight of the Congress and my continuing work with key library managers from Europe, Ireland, America, United Kingdom, and Singapore will keep YPRL informed of leading-edge library innovation.

RECOMMENDATION

THAT the Board resolves to receive the CEO International Conference Report.

M: _____
S: _____

F. Continuation of matters lapsed from previous meetings

December 2023

Agenda Item 2: CEO Report

1. An update on the January 26 opening to be provided to the Board.
See CEO report in this agenda (Item 5)
2. A summary of YPRL's current financial position in relation to the delayed State Government grant.
Grant has been received so item now resolved.
3. An update on the communications plan for the closures of the Thomastown and Lalor branches during refurbishments.
A community engagement plan has been created and shared with the City of Whittlesea. Finalising the communications plan once the work activity plan has been confirmed.

Agenda Item 4: Fire Safety Procedures 2023-2024

1. Amendments to the rating of Diamond Creek Mobile Library Stop to Moderate in line with the rating applied to Eltham.
2. Re-assess all the Ratings set to 'High' and adjust accordingly.
3. Updates to the procedures based on feedback from Board Members and re-circulate the Procedure via Circular Motion for approval.

Outcome:

Circular Motion issued with updated procedures on Friday 2 December 2023. Cr Rick Garotti moved the motion and Corrienne Nichols seconded. The motion was carried and the Fire Safety Procedures 2023-2024 were issued to YPRL staff on 8 January 2024. All Member Council Emergency Management teams were provided with a final copy of the procedures.

G. Consideration of action petitions and joint letters

None

H. General Business



The Hon Melissa Horne MP

Minister for Casino, Gaming and Liquor Regulation
Minister for Local Government
Minister for Ports and Freight
Minister for Roads and Road Safety

121 Exhibition Street
Melbourne, Victoria 3000 Australia

Ref: CMIN-2-23-22401

Ms Jane Cowell
Chief Executive Officer
Yarra Plenty Regional Library
ceo@ypri.vic.gov.au

Dear Ms Cowell

Thank you for your email of 20 November 2023 requesting that I endorse the Yarra Plenty Regional Library Service Supplemental Agreement.

I am pleased to approve the Yarra Plenty Regional Library Service's application to amend its regional library agreement as of the date of this letter.

Pursuant to section 196 of the *Local Government Act 1989* which was repealed and saved under section 330 of the *Local Government Act 2020*, the attached instrument approves the amendment of the regional library agreement and will become operative upon publication in the Government Gazette. My department will notify you when this has occurred.

I note that the agreement was signed by the three member councils in December 2021. My approval can only be given prospectively and, therefore, any actions or decisions made pursuant to the supplementary agreement prior to approval may be brought into question. I encourage you to seek legal advice on any implications of acting on the supplementary agreement prior to this approval.

If you require further information, please contact Julia Keeble, Senior Program Manager, Local Government Victoria at julia.keeble@dgs.vic.gov.au.

Yours sincerely

The Hon. Melissa Horne MP
Minister for Casino, Gaming and Liquor Regulation
Minister for Local Government
Minister for Ports and Freight
Minister for Roads and Road Safety

Date: 22/01/2024
Enc. Instrument of Approval

Your details will be dealt with in accordance with the *Public Records Act 1973* and the *Privacy and Data Protection Act 2014*. Should you have any queries or wish to gain access to your personal information held by this department please contact our Privacy Officer at the above address.



OFFICIAL

Local Government Act 1989
Section 196
YARRA PLENTY REGIONAL LIBRARY CORPORATION –
APPROVAL OF AMENDMENT OF AGREEMENT

I, Melissa Horne MP, Minister for Local Government, with reference to section 330 of the **Local Government Act 2020** and pursuant to section 196(8) of the **Local Government Act 1989** approve the amendments to the Regional Library Agreement approved by the Board of the Yarra Plenty Regional Library Corporation on 16 December 2021 and executed by Banyule City Council, Nillumbik Shire Council and Whittlesea City Council, for the operation of a regional library corporation under section 196 of the **Local Government Act 1989**.

Dated: 22 / 01 / 2024



THE HON MELISSA HORNE MP
Minister for Casino, Gaming and Liquor Regulation
Minister for Local Government
Minister for Roads and Road Safety
Minister for Ports and Freight

Local Government Act 1989
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Dated 22 January 2024

THE HON. MELISSA HORNE MP
Minister for Casino, Gaming and Liquor Regulation
Minister for Local Government
Minister for Roads and Road Safety
Minister for Ports and Freight

I. Reports from delegates appointed by the Board to other bodies

J. Urgent Business

K. Confidential Meeting (meeting closed to the public as per 89 (2) of the Local Government Act 1989)