



Goldfields
Library
Corporation



Annual Report
2020/21

Goldfields Library Corporation would like to acknowledge the support of our four member councils:



Goldfields Library Corporation acknowledges the Traditional Owners and Custodians of the land and waterways of our region. We recognise their living cultures and ongoing connection to Country, and pay respect to their Elders past, present and emerging.



North Central Goldfields Regional Library Corporation
(trading as Goldfields Library Corporation)

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Copies of this report are available at the Corporation's Administration Hub. It can also be accessed electronically at www.ncgrl.vic.gov.au

This Annual Report is printed on 100% recycled paper.

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Message from our Chair & CEO

Last year we wrote, and believed, that 2020 would “stand unique as a record of the first time that the public libraries of the Goldfields Library Corporation have closed their doors to the community for any extended period”.

In saying that, we all felt that the pandemic would pass in some way, that we would all move on and that 2021 would herald in a new year that brought us closer to ‘normal’.

Now, another year on, and we all feel the length and depth of this pandemic as we develop this Annual Report again in lockdown.

If last year was an experience that brought shock and sadness in the closing of our doors, this year has been one of frustration as we have opened, welcomed our wonderful patrons back and built momentum, only to close again.

Staff and patrons alike have grown used to the need for sudden closures and cautious re-openings.

This speaks volumes to the adaptability, resilience and connection between our communities and our staff. As we reopened, we were thanked and welcomed by our patrons as much as we thanked and welcomed them for returning.

These moments define us. In the world of libraries, it is often a love of stories and reading that passively connect us and, if nothing else, COVID-19 has helped sharpen the focus on the value of the human connection libraries provide between us all, whether we work in them, borrow from them or just come to relax in them.

Prior to 2020, we prided ourselves on being one of the highest used library services in Victoria, but the pandemic has given us the opportunity to show that libraries are so much more than a set of outstanding statistics. This report is an opportunity to share the human impact of our libraries at a time when many people perhaps have needed and valued them the most.

We would like to thank all Board members for their support, enthusiasm and understanding that libraries are so important in their community. We would also like to express our gratitude to our member Councils and State Government for their support and significant investment in public libraries which has enabled us to continue to offer services to our communities at this time. This investment is a reflection of the value our Councils place on the communities they serve and lead.

Finally, the achievements and impact of Goldfields Libraries is a reflection of the people that live within its area: staff, visitors, volunteers, supporters and other partners. You inspire us, and we thank you for your dedication and unending enthusiasm for our libraries.

See you in your local library, soon.



Cr Rod Fyffe
Chair



Mark Hands
Chief Executive Officer

About the Corporation

The North Central Goldfields Regional Library Corporation (trading as Goldfields Library Corporation) was established in January 1996 to provide library services to the City of Greater Bendigo, Loddon Shire, Macedon Ranges Shire and Mount Alexander Shire.

The Corporation delivers services to communities located along the Calder Highway from Boort to Gisborne, covering an area of 12,979 km². With around 90 staff, the service provides for a community of 198,000 people and has a collection of more than 265,000 items. The service is coordinated from an administration hub located in the Bendigo Library.

Our Vision

Goldfields Libraries: where communities explore, engage and create.

Our Mission

We will enrich our communities by providing:

- Welcoming and inclusive spaces
- Friendly, helpful and knowledgeable staff
- Access to information, collections and technology
- Programs for learning, creativity and recreation

Our Priorities

- Sense of community and liveability of the region
- Economic prosperity and employment
- Literacy, learning and education
- Community health, wellbeing and fairness
- Responsible governance and sustainable decision making

Our Values

Respect

- We listen to people without interruption or judgement
- We have empathy for others and value our differences
- We build trust through taking an equitable and fair approach

Integrity

- We take responsibility for our work and are committed to doing our best
- We support others to achieve their best
- We are consistent in our approach

Collaboration

- We support each other and work as a team
- We seek and consider new ideas and opinions
- We are inclusive and communicate openly

Commitment to learning

- We challenge ourselves and support our colleagues in learning new skills
- We provide opportunity to be introduced to new ways of thinking and new ideas
- We seek to learn from each other

Adaptability

- We are responsive to our community and consider our diverse backgrounds, cultures and abilities
- We embrace new ways of doing things
- We are innovative and progressive in order to consistently achieve excellence



- Branches
- Loddon Shire
- Mount Alexander Shire
- Agencies
- City of Greater Bendigo
- Macedon Ranges Shire

Overview

Although the pandemic has generated several snap lockdowns and cautious re-openings, our libraries have continued to be a haven and source of enjoyment and relaxation for thousands of members.

As an organisation, we have reached a point where operating within the necessary strictures of a pandemic have become part of our operations and, although at times frustrating, there has been an unstoppable enthusiasm and commitment to welcoming people back into the library after each lockdown.

Patrons have returned with excitement, and each time we have reopened, we have seen numbers of visits, loans and program attendance steadily climb, only to be reduced or eliminated as we enter another inevitable lockdown.

Most importantly, we have worked hard to ensure our patrons are aware of what they can access through the library and what we have available online. We have supported those with difficulty navigating the digital world to help them gain access to everything we have on offer.

We work alongside our member Councils and State Government who provide funding for both day-to-day operations and investment in building improvements. Building improvements have continued to be delivered and planned for despite the stop-start nature of the 2020-2021 financial year.

Use of our online collection through eBooks and, in particular, eAudiobooks continues to grow as patrons turn to this format of storytelling that remains accessible through the opening and closing caused by COVID-19.

Interestingly, our DVD collection continues to see high levels of borrowing, but the use of CD audiobooks is reducing as people move to an online, digital format.

These trends aren't just a response to COVID-19, and they aren't necessarily a move away from books, but they do provide an insight into how people access different modes of storytelling.

So although the format might shift between individuals, it turns out the old adage is true.

Everyone loves a good story.



Our communities

Goldfields Libraries oversees nine library branches and eight library agencies across the region. Each library service is somewhat idiosyncratic, reflecting local community composition, lifestyle and interests.

Our communities have continued to change and grow over this year as movement to regional areas of Victoria has increased significantly. Sadly, there has been little opportunity to genuinely and consistently engage new residents, as libraries (and all of us more generally) have swung between snap closures and restricted openings for the entire year.

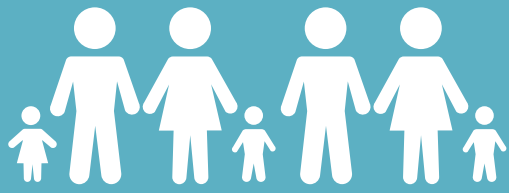
Partnerships have been vital during the pandemic. Libraries have worked with member councils and other local services to respond to changing community needs and wellbeing. Our community has become more used to moving in and out of lockdown

but, with this, has come exhaustion and a sense of uncertainty as to when this current state of upheaval will end.

Our communities and our Councils remain optimistic about the future and are committed to delivering innovative library services that join the dots with other services that support people's wellbeing. Many of our libraries are now co-located with other services such as community health, recreation, Council customer service, preschool and older adult support services. Libraries can often be generators of significant community activity and engagement as part of community hub spaces, and can assist in raising awareness of other community services operating either from the same building or within a local precinct.

	City of Greater Bendigo	Macedon Ranges Shire	Mount Alexander Shire	Loddon Shire
Population	119,980	50,971	20,001	7,516
Geographic area	3,000 km ²	1,747 km ²	1,529 km ²	6,694 km ²
Libraries	4 branches (Bendigo, Eaglehawk, Heathcote & Kangaroo Flat) 2 agencies (Axedale & Elmore)	4 branches (Gisborne, Kyneton, Romsey & Woodend)	1 branch (Castlemaine)	6 agencies (Boort, Dingee, Inglewood, Pyramid Hill, Tarnagulla & Wedderburn)
Library members¹	33%	36%	46%	11%
Key demographics	Third largest urban area in Victoria with growing population Increasingly culturally, linguistically and ethnically diverse Population ageing	Some townships growing rapidly (especially in the south) Diverse set of communities (size and demographics) Commuter corridor	Population growing Ageing population High levels of volunteering	Consistent population Diverse communities – issues of isolation but also high connection to community High levels of volunteering

¹ Library members are those who have joined in the last two years and/or used their card to access computers or borrow an item in the past two years.



community of

198,468



4

member councils



17 libraries

9 library branches, 8 library agencies



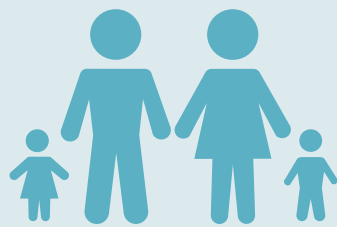
12,979km²

service delivery area



1,217,157
loans

655,475
visits



67,785
members



25,800
internet PC sessions

Usage overview by location

Usage across most key service points has dropped with closures or restricted access and limited numbers impacting almost the entire year.

Based on this, usage probably indicates reasonably normal levels of use each time services were available.

Public computers, for example, were only part of the service offering for about 30 percent of the year and, with 1.5 metre spacing between users, only every second machine was often made available.

Even with this highly restricted window of opportunity for use, 25,800 PC sessions still represents 32.7 percent of the total bookings made in the pre-COVID 2018-19 year.



Library	Members	Visits	Loans	Internet PC sessions	Wi-Fi	Program Attendance	Programs
Website visits	-	233,018	494,142	-	-	-	-
City of Greater Bendigo	38,467	196,329	375,058	14,000	17,557	21,406	421
Mount Alexander Shire	9,167	117,706	133,650	5,461	8,665	16,209	194
Macedon Ranges Shire	18,362	99,846	191,971	6,339	7,921	11,558	464
Loddon Shire	815	7,473	9,828	-	-	1,036	97
Home Library Service	974	1,103	12,508				
Total Usage	67,785	655,475	1,217,157	25,800	34,143	50,209*	1,176

*Includes Facebook and YouTube channel views as attendance

Three year overview

Indicator	2018/19	2019/20	2020/21	% change since last year	% change over last 3 years
Population - regional (ABS ERP)	192,460	195,589	198,468	1%	3%
Library opening hours weekly	356	356	334	-6%	-6%
Agency opening hours weekly	128.5	120	120	0%	-7%
Library floor space* (m²)	5,936	5,936	6,176	4%	4%
Staff EFT	49.9	49.2	49.2	0%	-1%
Collection items	286,407	278,753	265,548	-5%	-7%
Public access internet computers	128	131	137	5%	7%
Activity					
Visits	1,402,245	1,023,638	655,475	-36%	-53%
Members	69,507	74,829	67,785	-9%	-2%
Collection utilisation	1,652,414	1,294,264	1,217,157	-6%	-26%
Computer bookings	78,702	54,813	25,800	-53%	-67%
Wireless internet access	86,167	71,474	34,143	-52%	-60%
Program attendance	66,412	49,924	50,209	1%	-24%
Number of programs	2,867	1,838	1,176	-36%	-59%
Expenditure					
Total operating expenditure	\$5,665,756	\$5,199,992	\$5,303,224	2%	-6%
Total capital expenditure	\$877,901	\$882,098	\$718,640	-19%	-18%
Capital expenditure on collections	\$753,611	\$621,139	\$594,576	-4%	-21%
Total collections expenditure	\$1,189,807	\$1,034,908	\$999,420	-3%	-16%
Total expenditure (excludes depreciation)	\$6,542,847	\$6,082,090	\$6,021,864	-1%	-8%
Cost of Service					
Cost per loan	\$3.96	\$4.70	\$4.95	5%	25%
Cost per visit	\$4.67	\$5.94	\$9.19	55%	97%
Activity per Capita					
Loans per capita	8.6	6.6	6.1	-8%	-29%
Visits per capita	7.3	5.2	3.3	-37%	-55%
Activity per Staff Member					
Loans per EFT staff member	33,115	26,306	24,739	-6%	-25%
Visits per EFT staff member	28,101	20,806	13,323	-36%	-53%
Activity per Opening Hour					
Loans per operating hour*	89	70	70	0%	-21%
Visits per operating hour*	76	55	38	-31%	-50%

*Excludes Agencies

Last year we noted 'anomalous' statistics as a result of COVID-19 with little understanding of the massive and ongoing impact this pandemic would have in the 2020-21 year.

Visitation to physical branches hit a low never before witnessed as doors closed, or numbers of patrons were restricted, for around 80 percent of the year.

Interestingly, as the community grew accustomed to lockdowns and how to get through them, we saw a return to the borrowing of the physical book, with relatively high levels of borrowing maintained throughout, and peaks in borrowing just as lockdowns were announced. The physical collection remained more accessible this year with the introduction of a contactless reserve and collect service.

Programs also saw increased participation as people became more used to accessing content online through Zoom, Facebook and YouTube, whilst some in-branch programming was quickly reinstated and well patronised, as allowed for under restrictions. Generally, in-branch programs were short-lived as repeated snap lockdowns became common.

Membership dropped slightly and the reason for this can only be speculated upon- we believe it may be due to inconsistent engagement opportunities and just general exhaustion in the community as the pandemic conditions began to reduce capacity to stay engaged in a range of community activities.



Collections

Highlights:

- Parenting and Easy Reader collections enhanced to support parents and children
- 29% increase in BorrowBox eLoans
- 39,715 eMagazine loans (23% increase)



Accessible collections

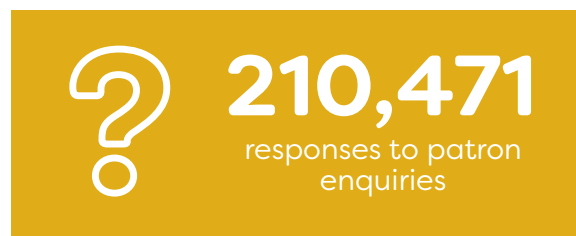
The accessibility of our collections has been severely tested once again, with several periods of closure this year. Our investment in online resources worked to keep up with demand while our doors were closed, highlighting the importance of both physical and digital offerings when it comes to information and entertainment, particularly during tough times.

One of our physical collection's most notable moments came in August, as lockdown 2.0 was announced. Staff reported large collection gaps and empty shelves as waves of eager patrons stormed the library, keen to get their hands on fresh reading material before doors closed for six long weeks. Data shows 90 percent of August's physical item loans were conducted in the first five days of the month, just prior to lockdown.

This year our staff responded to 210,471 information enquiries, and the library reference and the information database was accessed more than 208,000 times.

Our Parenting Collection was developed throughout the year. Specific book sets and resources are now available, covering a range of topics to support parents and carers. The Parenting Collection is divided into five categories to make browsing and searching easier, whilst also providing space within our collection to enhance the range of resources offered.

Our movie streaming service, Kanopy, has continued to be our best-used streaming service, with a 35 percent increase in usage (to a total of 10,327 views) over the last twelve months. This service has enabled the community to have online access to thousands of films and TV shows, in particular First Nations and alternative content, that may not otherwise be readily available.



Responsive collections

This year 723,015 physical items were loaned, and 494,142 digital items were accessed, downloaded or streamed. The demand for our eCollections (eBooks, eAudio books and eMagazines) has continued to grow, especially during closure periods when access to physical resources was limited.



With feedback from patrons and staff, we invested in an extensive and graded Easy Reader Collection for children learning to read independently. By adjusting our processing procedures, we are now able to offer greater ease of access, a graded presentation of items and increased content at selected libraries. Easy Readers are one of our more utilised collections for literacy and learning. They provide parents and children with education-based reading materials similar to, but outside of, the school setting, which is particularly important given the limited access to schooling facilities over the past year.

Due to the inconsistency in library accessibility this year, member engagement opportunities and publishing delays, staff have undertaken training to increase their capacity in advanced library collection software. This training has allowed for a greater knowledge of collection movement, usage and gaps, resulting in more effective movement of the collection to respond to specific community use.

We have also worked towards updating processes for actioning patron-suggested purchases to improve response times, reduce delays and double handling.

Inclusive collections

With the shift in priorities due to ongoing lockdowns, this year we focussed on providing balance across our collections with well-rounded eResources and physical collections. This has enabled us to respond better to the ever-changing situation throughout the year. We used this time to create online displays to highlight important issues and information, celebrate diverse cultures and support mental health through our collection.

Through our fantastic First Nations webpage, we are continuing to highlight a selection of First Nations titles, giving patrons the first step into celebrating, understanding and researching First Nations peoples - at all ages and abilities. This page will continue to evolve as our collection expands, enabling sustained community growth, encouraging wider reading and supporting greater connection and access to inclusive collection material.

After an audit of popular adult and junior-fiction authors, we identified some gaps in our collection regarding book series. Missing titles were purchased where possible, completing series, increasing collection usability, providing a greater variety of choice for patrons, and decreasing the necessity for interlibrary loans due to missing titles.

Staff from across the region were also involved in targeted purchases for the collection, using their knowledge of patron interests, current trends and community issues, leading to an exceptional variety of titles being added into the collection.

"I had no idea there were so many fabulous picture books that address gender roles and stereotypes!"



Shared collections

Borrowbox has continued to be our most used eAudio and eBook resource, generating a total of 233,989 loans. This is a significant increase of 29 percent from last year. With adjusted purchasing practices, we have decreased wait times for the most popular collection items while experiencing ever increasing usage, particularly with audiobooks.

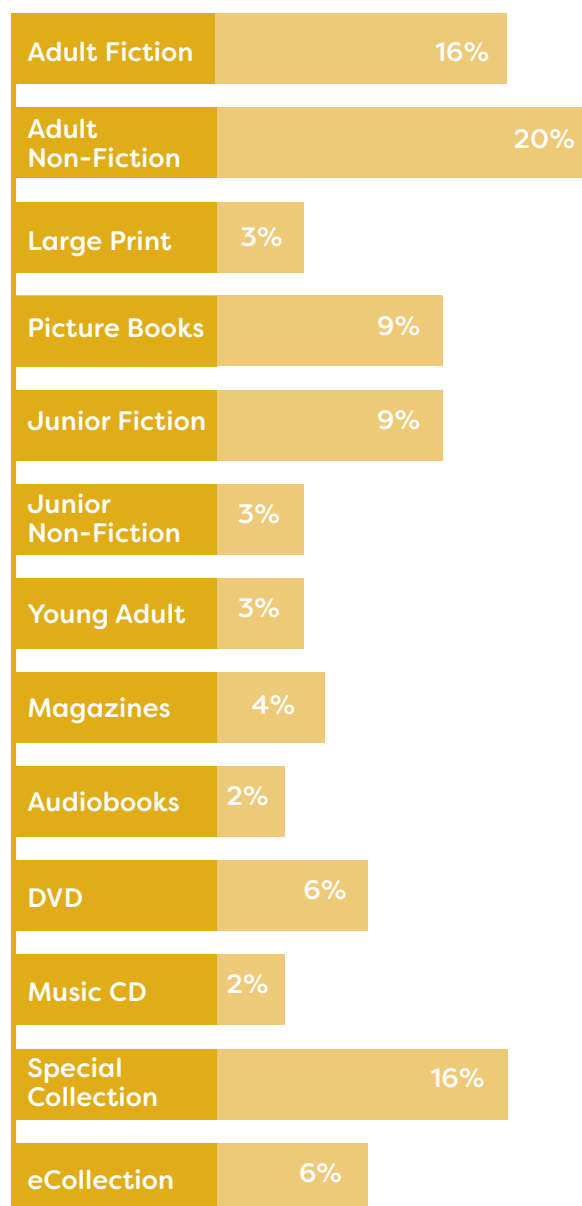
We have seen a continued upturn (11 percent) in the usage of our Britannica online service, indicating a need for a service that encourages an informed and educated community. Community members are seeking verified information sources for their research while still working within the digital environment. This may also be due to an increase in home schooling as parents and students utilise information sources that are readily available for school work.

This year, the most significant change with our online offerings has been the transition to Libby, a new service that combines a range of eBooks, eAudio and eMagazines. Since the transition, the platform has slowly grown in usage and will be monitored to test viability over the next twelve months.

Library book club kits have also been updated, with replacement copies purchased and processed to enable quicker turnaround for missing copy replacements.

“I listen to books when I’m working, and it’s a game-changer for me. I’m filling my love for books when I don’t have the time to read physical books with a young family and business to run – it makes my heart happy that I still get to experience the written word each day where I wouldn’t otherwise.”

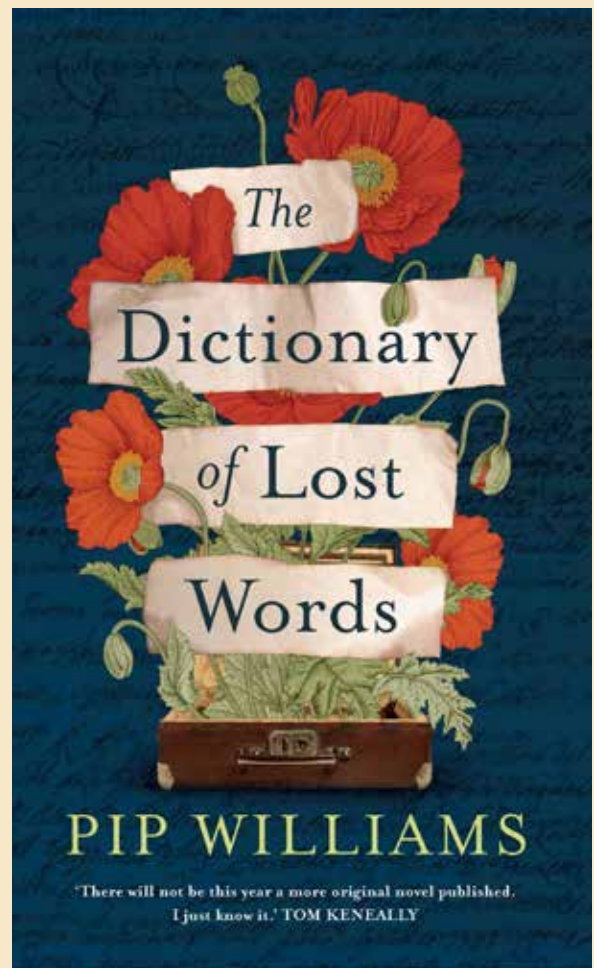
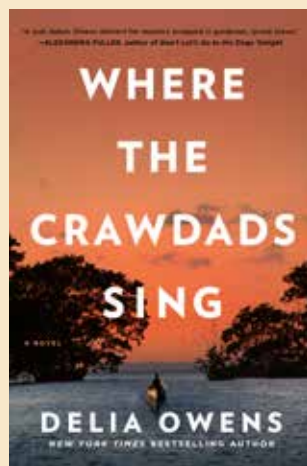
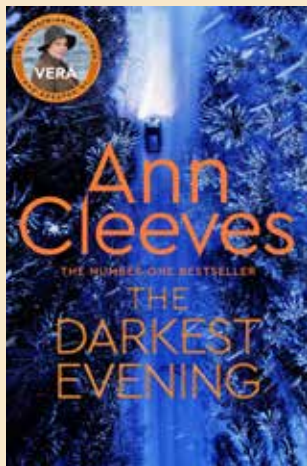
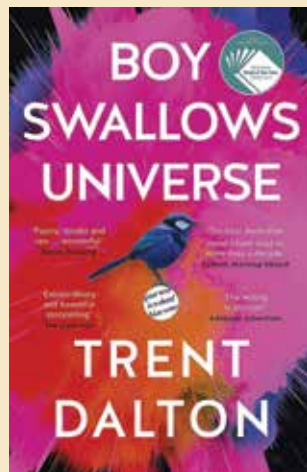
Collection size by type



eLibrary by section / area	2019/20 usage	2020/21 usage	% change
eBooks and eMagazines	101,424	118,919	+17%
eLearning	144,231	68,424	-53%
eAudio and streaming	140,490	176,810	+26%
Databases	31,667	13,103	-59%
Total combined usage	417,812	240,408	-42%



Most Popular Adult Fiction



Programs & Events

Highlights:

- A fantastic response to our programs on YouTube and social media with 33,066 views
- Almost 1000 face-to-face programs run during short periods where group sessions were allowed
- 19% increase in program attendance compared to last year as more people connected online
- More than 2,500 views for our most popular YouTube event, Indigenous Astronomy by young astrophysicist, Kirsten Banks



Photo: AJ Taylor Images

The challenges of the past year, whilst difficult, have also highlighted the difference programs and events can make by offering inspiration, learning and connection for all.

Multiple snap lockdowns have required a flexible and dynamic approach, often within a tight timeframe. Staff have experienced a steep learning curve as they have navigated hosting speakers and workshops on Zoom and presenting and recording Storytimes and school holiday programs for YouTube and Facebook. Our reach has been significant both online and in person and played an important role in keeping our communities connected and engaged with their library service.

Our usual quarterly program planning format was adapted to a monthly, and then bi-monthly, format as we worked within COVID-19 restraints. Programs were presented online, in person and back again amidst the regularly changing conditions.

Our six strategic program themes continued to guide program planning, some more achievable than others in the current circumstances.

- Early years learning
- Supporting school years
- Reading culture
- Family and local history
- Digital literacy and emerging technology
- Wellbeing and creativity

We have continued to encourage the value of reading and learning as lifelong skills for all ages as our guiding principle.

"I really want to congratulate you on the diversity and creativity of your story time presenters. As ex teachers my wife and I are totally aware of how important it is to model that reading is for everyone and your presenters do this so well – male and female, different ages, different styles and all of them FUN."

Early years learning

Programming for children under five years was perhaps our biggest challenge this year, as nothing can really replace face-to-face interaction in sharing stories, songs and language. It was also difficult for our team of skilled and dedicated storytime staff members who nonetheless went above and beyond in their efforts to connect with their communities and to foster early literacy.

The move to online programs was a logical approach given library closures and has resulted in thousands of views of storytime sessions and other programs. Staff embraced the challenge of uploading storytimes to our YouTube channel. We also modified the format to have live and recorded sessions locally on individual branch Facebook pages. These were also refined into shorter, sharper versions for maximum impact - Castlemaine's *Itty Bitty Toddler Time* was an excellent model which others replicated, resulting in hundreds of views.



We were hopeful that 2021 would see the return of in-branch storytimes, but it has been challenging due to restricted group sizes and several more lockdowns. Many branches ran back-to-back storytime sessions in order to accommodate as many young families as possible.

We took part in modified children's festivals and events, reaching beyond the library to engage families and children in a variety of settings.

We also ran a multitude of themed children's sessions that included National Science Week, story theatre from Carp Productions with *The Best Christmas Ever*, and National Simultaneous Storytime with a space theme. Many of these were in person events during small windows of eased restrictions.

"Storytime was so wonderful and James, who hardly speaks at all, is coming home and saying new words, like 'snap'. It's clearly benefiting him, so thank you."

Supporting school years

Interaction with schools was limited but welcomed as conditions allowed, with regular school visits to our branches encouraged, and online collections actively promoted, to support at-home learning.

School holiday programs took place each term break as well as during the long summer break with a mix of in person and online events. A wide range of online activities, workshops, storytelling and STEM activities were offered.

Online author hangouts and writing workshops offered a unique opportunity for children to interact with authors and writers on Zoom.

Another highlight was Islamic mosaic workshops run by local ceramicist Kerry Punton as part of the Inclusive Multicultural Libraries Project, resulting in a permanent installation of tiled artwork at the new Kangaroo Flat Library.

We created a Summer Reading Challenge for the summer holidays to encourage recreational reading and support reading skills developed at school. Our theme was *Hang Out and Read this Summer* with children challenged to read 10 books over the summer. The sloth mascot with linked activities was on-trend and hit the spot.

Secondary students were also included with author talks from Bren MacDibble, Christie Nieman and Sophie Masson.

Victorian Youth Week was shifted from April to December, and we were able to offer a series of events linked under the theme of *Climate Wise*, funded by a Victorian Youth Week grant. Young people were involved in planning and facilitating events including author talks, a climate anxiety workshop, a Climate Wise youth panel, Cartoons for Climate Change and vision boards.



“The Summer Reading Challenge is a great idea – fun reading time for my reluctant reader in grade four.”

Our programming also benefitted from a Pride Events and Festivals Connection and Accessibility grant in partnership with Bendigo Pride, Arena Theatre and Castlemaine Youth Theatre, resulting in the development of some great short interview film clips that have become part of our YouTube channel.

Reading culture

We hosted more than thirty authors across the year, connecting readers with authors and the inspiration behind their stories and writing.

Most events were online, opening up the experience to our whole region and covering diverse writing styles, including fiction, biography, academic research, history and self-help. The great thing is that all these events remain available and are still being viewed from time to time.

Whilst hopeful that in person author events would be possible in 2021, many have had to be cancelled amidst lockdowns. We were fortunate to be able to host a national book launch for local, award-winning author Lorraine Marwood, for her new verse novel *Footprints on the Moon*.

“What a wonderful atmosphere we had for the book launch Saturday – thank you to your staff for supporting the event ...and the fabulous posters.”

Lorraine Marwood

A huge highlight was our participation in the Bendigo Writers Festival, with five author events hosted at our Bendigo and Kangaroo Flat libraries.

We were also delighted to partner with the Sydney Writers Festival for the very first time, hosting interactive viewing parties at Bendigo and Castlemaine libraries. Castlemaine utilised the large screen in the adjoining Phee Theatre for three consecutive Saturday afternoon sessions attracting over 170 participants.

We supported three national library campaigns, Library Lovers Day, Children's Book Week and Australia Reads, fostering reading culture and highlighting the role of libraries.



Family and local history

There is great interest in family and local history amongst our communities, with well-received and supported programs in this area.

We have an ongoing partnership with La Trobe University to deliver the *Discovering History* series – monthly seminars featuring original local history research from La Trobe students, Bendigo Regional Archives Centre staff and community members. These moved online during lockdowns, and this has opened up the seminars to a whole new audience. We now consistently film these to have both in-person and online options available.

We host talks by local historians and writers, this year featuring Mary Healy with 'Heffernan of the Shamrock' and Bev Hanson talking about the historic buildings of Eaglehawk. The pandemic prompted us to engage researchers from Way Back When for an online talk on Diseases of the Past.

One very special event was a state-wide workshop organised by Public Libraries Victoria Local History Group on the topic of researching Aboriginal family history and presented by Jenny Bates from the Koori Heritage Trust.

Digital literacy and emerging technologies

Digital Literacy continues to be an important area of programming, particularly for those with limited technology skills or little internet access.

We continued partnering with the Australian Government to offer Be Connected workshops aimed at giving older adults the confidence and skills to manage their everyday affairs and connect with others online.

We were also fortunate to be successful in a Be Connected device loan grant, enabling us to purchase six digital devices offered for loan periods to community members, along with mentoring by a library staff member.

Our team has now commenced running a similar program in the Shire of Loddon, with six devices available for six-monthly loan periods, including internet access.

We also refined our one-on-one IT Help, as needs shifted toward some people needing very specific assistance with a particular IT issue.

"I'm really enjoying all of the online programs. I especially loved the Aboriginal astronomy session; I will look at the stars so much differently now."





Wellbeing and creativity

Programs relating to wellbeing and creativity have been a strong focus this year, and we are hopeful we have made a difference to many, providing stimulation and connection when most needed.

Online workshops worked very well and included topics such as self-care, journalling and gardening.

Particularly successful workshop series included *The Art of Visual Journalling* and *Left of Centre Right Brain Memoir Writing* facilitated by Heather Blakey. These workshops attracted a loyal and consistent following from across our region and beyond, building a really special online community.

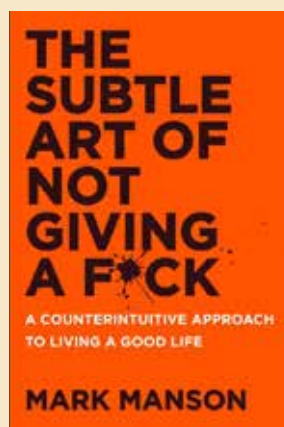
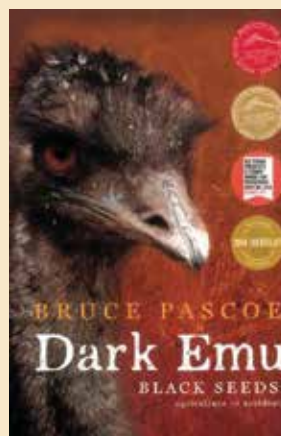
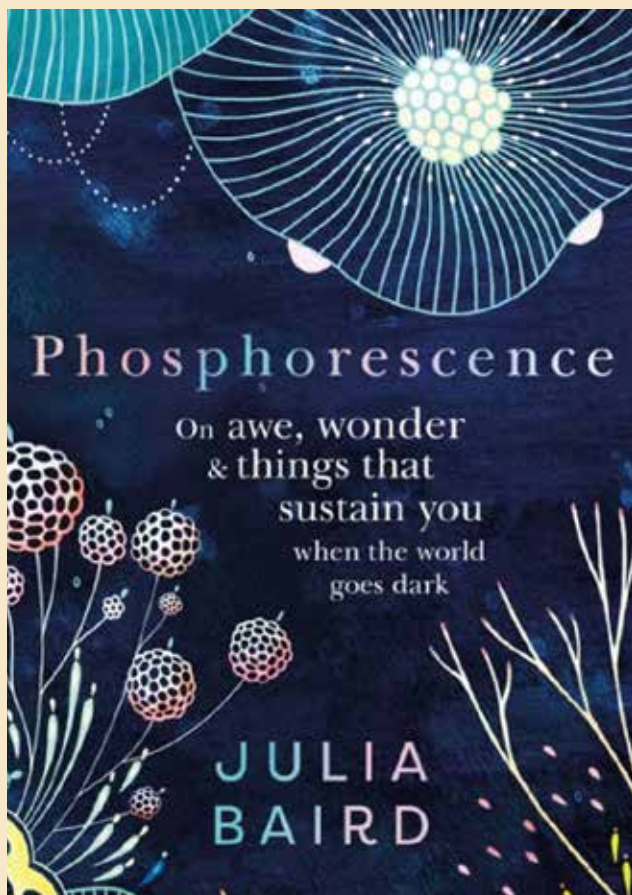
Australian Indigenous Astronomy, by young astrophysicist Kirsten Banks, was streamed as a live Q & A on our YouTube channel, attracting whole of family participation with 2,500 views and counting!

Offerings were as diverse as talks by naturalist Andrew Skeoch on listening to nature and AFLW footballer Moana Hope about being a carer for her sister.

The Get Moving series saw the library introduce older adults to gentle exercise. This was funded by the City of Greater Bendigo and has provided wonderful opportunities for older adults to try different forms of exercise such as hula hooping, dance, tai chi and yoga in a welcoming and relaxing setting.



Most Popular Adult Non-Fiction



Technology

Highlights:

- 25,800 computer bookings
- 34,143 Wi-Fi sessions
- 15 terabytes of data downloaded
- 423 internal I.T. support requests
- Remote printing deployed



I.T. continued to be a key contributor to keeping patrons connected to library services as challenges continued due to the pandemic. Equipment usually reserved for public use was converted to staff use as lockdowns continued and the demand to work from home increased. As opening conditions changed, so too did the need to update our phone systems, loan statuses and email notices. The battle to offer patrons the best and safest options, while still providing the services they needed, was constant.

For most of the year, more than half of our public equipment was disabled to allow for social distancing, and patrons were discouraged from using free library Wi-Fi for long periods due to density limits. Computer booking and Wi-Fi session numbers are half that of our pre-COVID stats, but considering the limitations on spaces and every second public computer being disabled, these numbers are still very strong.

This year we introduced remote printing for patrons. Through this service, patrons email attachments to a branch-specific email address and then collect their prints in the library. We were able to offer this service during library lockdowns, and usage has continued to grow through the year.

The security of our networks continues to be a challenge, and this year we updated our anti-virus software to a smarter platform that uses artificial intelligence to identify threats. The backup hardware was also replaced, and changes were made to user accounts to reduce the risk to library networks. We have also started deploying more services to cloud vendors to reduce reliance on our internal network. The use of Multi-Factor Authentication was also extended to staff accessing the library networks using a VPN (Virtual Private Network) to further protect our internal network.

We engaged a third-party vendor to conduct a penetration test on our networks to identify any security concerns. No critical or major issues were identified, and the minor issues were either addressed or flagged as not a concern.

We continued our regular hardware replacement schedule with additional mobile digital-touch screens deployed to Bendigo and Kangaroo Flat branches. We also replaced 38 computers, and this year changed our workstations from HP to Dell after identifying a better value solution.



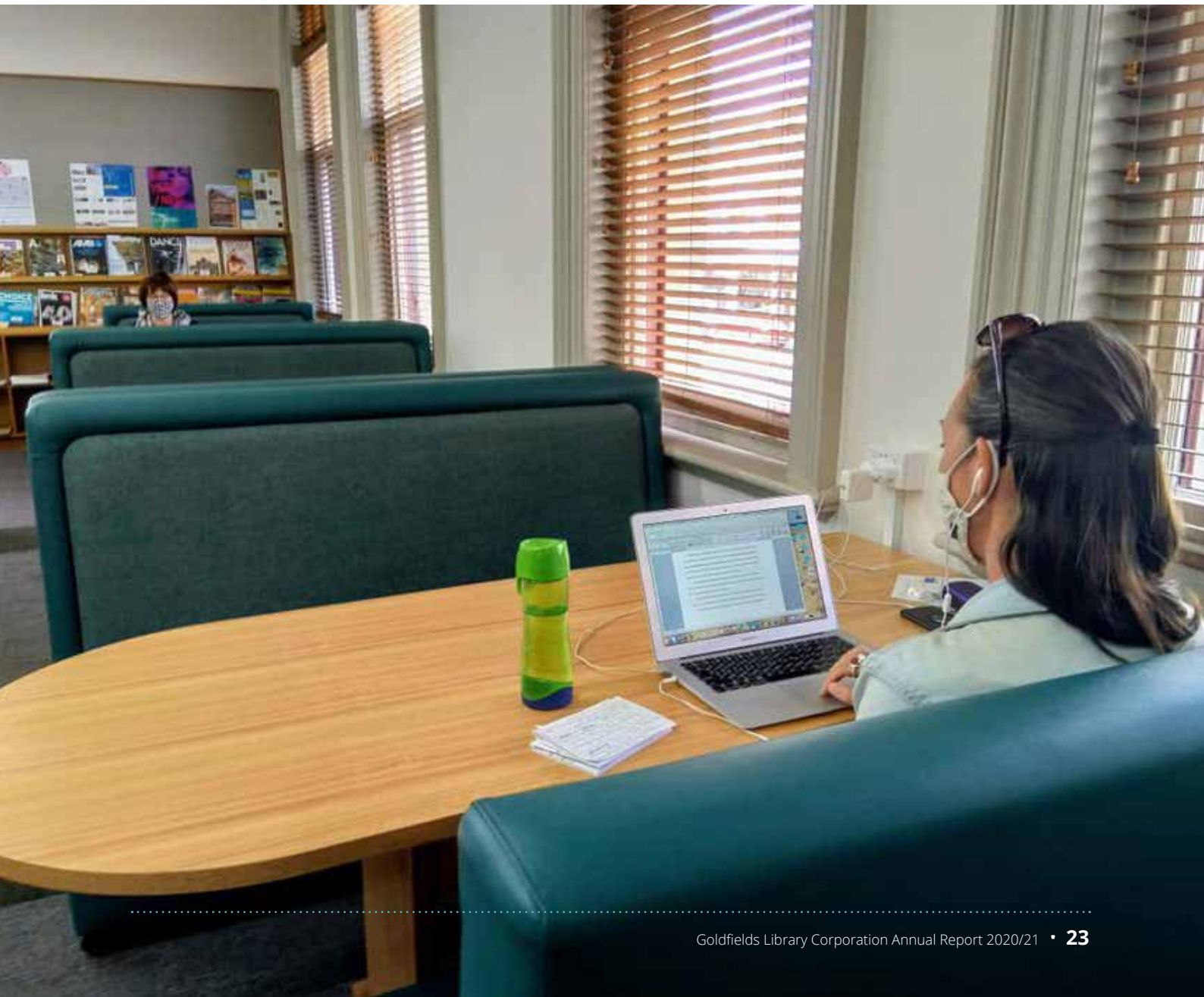
“Remote printing has been such a help – thank you for providing this service!”

233,018
website visits



377,256
online resources used

“Thank you for keeping the Wi-Fi switched on while you were closed – I was able to Skype my son living in London from my car parked outside the library, and it’s the only thing that kept me going during lockdown.”



Spaces

Highlights:

- Kangaroo Flat Library first year in new location
- Kyneton Library refurbishment works completed
- Heathcote Library increased open hours
- Installation of quiet, bookable meeting room and wheelchair friendly tabletops at Castlemaine Library
- Refurbishment of performance space and children's area at Bendigo Library
- Macedon Ranges libraries support storm-ravaged communities



Welcoming and flexible physical spaces

Goldfields Libraries prioritise the provision of welcoming, inclusive and safe spaces that support local communities' information, educational, cultural and recreational needs. This is achieved through various delivery models, depending on community size, interests and available resourcing. Many of our library services are co-located in hubs with other Council or community services. They provide free access to extensive collections, computers and the internet, programs, knowledgeable staff and spaces to read, research, relax and connect with others.

Models include:

- Full-time library facilities at Bendigo, Castlemaine, Gisborne, Kangaroo Flat, Kyneton, Romsey and Woodend.
- Part-time library facilities at Eaglehawk and Heathcote.

- Agency libraries co-located in community hubs at Axedale, Boort, Dingee, Elmore, Inglewood, Pyramid Hill, Tarnagulla and Wedderburn.
- eLibrary resources providing 24/7 access to library information, catalogue and eCollections (see Collections).
- Bendigo Regional Archives Centre (BRAC) – a partnership between the Public Record Office of Victoria, City of Greater Bendigo and Goldfields Library Corporation.

“You know when the library is an important part of your life when your four-year-old pretends that she just got a text message from the librarian to wish our cat a happy birthday!”

With the future of library spaces trending towards co-location with relevant community services continuing to gain traction across the country, the City of Greater Bendigo continues plans to maximise access to community services in a similar manner.

Kangaroo Flat Library will evolve into the Kangaroo Flat Community Hub, Heathcote Library will become part of an overall Civic Precinct Project, and the Eaglehawk Library is a potential tenant for the Peter Krenz Centre renovations.

Each of these projects highlights the value libraries bring to the broader civic services discussion.

“The new [Kangaroo Flat] library is fantastic! Great location, more community placed than the building at Centro Lansell.”

The first year of the new Kangaroo Flat Library saw a surge of people wanting to connect in a meaningful way. This enhanced interest has resulted in new volunteers, Duke of Edinburgh and work experience

students signing up to help out. There has also been a considerable increase in the number of kindergartens wanting to visit the library regularly for storytime sessions and local groups and staff from other Victorian libraries wanting tours of the new space. We have accommodated these as much as we can within our staffing capacity and restriction limitations.

The new meeting room at Castlemaine Library has been a hit and has been used for school holiday activities like Nintendo Switch and Minecraft sessions, the Library Lock-In and several meetings and working group sessions. Patrons have been excited about the big screen and the potential to use it for Zoom meetings.

“When we told [patrons] that not only could they use the space however they wanted to, and book it for future meetings, but they could also plug in their laptops to the big screen and work via Zoom if necessary, their minds were blown!”



BENDIGO



CASTLEMAINE



EAGLEHAWK



GISBORNE



HEATHCOTE



KANGAROO FLAT



KYNETON



ROMSEY



WOODEND

Gisborne Library
Published by Sara Bryant · 11 June · 🌐

For anyone still without power, please come and visit us today. We're open 9.30-5.30.
We have lots of space to sit and charge your devices and keep warm, plus free wifi!
We also have tea and coffee, a microwave, toaster and sandwich press so feel free to bring in food to heat.
Give us a call on 5428 3962 if you need anything else.



5,911 People reached 613 Engagements — Distribution score [Boost post](#)

You and 49 others 4 comments 8 shares

[Like](#) [Comment](#) [Share](#)

Oldest ▾

Marilyn Siddle
Wonderful care, well done
[Like](#) · [Reply](#) · [Message](#) · 4 w · 🗨️ 1

Gisborne Library
Marilyn Siddle Thanks Marilyn
[Like](#) · [Reply](#) · Commented on by Sara Bryant · 4 w

Sharon Bondy
Thank you so much for that very kind offer as we still have no power and it's not expected until at least 4pm today... but could be longer 😞
[Like](#) · [Reply](#) · [Message](#) · 4 w · 🗨️ 1

Gisborne Library
Sharon Bondy we hope you've got power on now Sharon. The library is opening for extended hours on Saturday too if you need us. 9.30-3.30
[Like](#) · [Reply](#) · Commented on by Sara Bryant · 4 w · 🗨️ 1

In early June, the Macedon Ranges area was severely impacted by storms, resulting in closed roads, lengthy power outages and substantial damage. Libraries became the default place of refuge for the community over this period, providing somewhere warm, dry – and internet-connected – to access information, rest, reboot and debrief. Open hours and staffing extended right across the long weekend to support community members in need. This event demonstrated once again the significant role libraries play as community connectors, the importance of flexible and welcoming spaces – and amplified the many ways in which individuals interact with library services.

“We had quite an influx of people to the library seeking respite from the outages. The large number of people coupled with social distancing requirements really tested us. We made use of every available desk and power point and managed not to have to turn anyone away who needed help.”

“Thank you so much for your hospitality today. It was so nice to be able to charge our devices and get some work done while we had no power at home. Thankful for our library and for where we live!”



“Thank you so much for fitting us all in your space and offering us coffee and tea and somewhere warm where we can hang out while our power is out at home.”

Accessible eLibrary and online information

Goldfields Libraries continue to provide opportunities for patrons to acquire skills and participate in the ever-growing digital space. With increasing requirements of digital literacy for access to society and its systems, our work assisting patrons in this area is growing. We actively support patrons to access the digital world through one-on-one tech help sessions, online learning programs and digital device loan and mentoring schemes. We also facilitate access to a multitude of online resources, including eBooks, audiobooks, music and movies, via our eLibrary.

As a result of the pandemic and the physical isolation this has created, online services are more relevant than ever. We have prioritised the provision of digital support and training to reconnect patrons and broader community members. We have also redesigned how the eLibrary displays on our website to improve navigation and developed a suite of how-to videos, which provide simple step-by-step instructions on using our most popular eLibrary resources.

“The How To videos are a knockout! Some of the best and easiest presentations I’ve seen in a long time. Congratulations to whoever was involved.”



Community Based Services

Highlights:

- Heathcote Library pilot of new short-term/high-interest collection hire model
- Tarnagulla Agency reopened with a permanent browsing collection
- 46 children's outreach sessions held, with 331 attendees
- Loddon Digital Device Loan and mentoring scheme introduced
- 12,500+ items delivered via the Home Library Service via 1,100 deliveries



Goldfields Libraries' Community Based Services (CBS) team provide library services to smaller rural communities via eight library agencies, one part-time library branch and a dedicated program of outreach activities. The CBS team also supports volunteering across the organisation, administers the Home Library Service, and oversees the collection float across the Corporation's 17 library locations.

Library Agencies

Library agencies are located within the Loddon Shire and City of Greater Bendigo communities of Axedale, Boort, Dingee, Elmore, Inglewood, Pyramid Hill, Tarnagulla and Wedderburn. They vary from five-day per week co-located services within neighbourhood houses to one-session per week services run with volunteer support within multi-purpose community halls.

Library agencies are valued community assets, providing a limited collection of books, DVDs, magazines and audiobooks, as well as website access for eLibrary services and the reservation of items from Goldfields Libraries' catalogue. Community

librarians travel between sites to undertake collection maintenance and deliveries, provide library help and assistance navigating the online world, and deliver programs. Library activities are also supported by agency partners and volunteers.

This year, library agency staff coordinated the roll-out of a digital device loan and mentor scheme within (and funded by) Loddon Shire. This scheme will run for two years, providing up to 24 residents with the opportunity to borrow an iPad, access ongoing mentoring and build digital literacy skills. The first six recipients are well underway.

We also saw the successful reopening of Tarnagulla Library Agency after a protracted COVID-19-induced closure. It is hoped that the permanent browsing collection, increased open hours and the reopening of the co-located café will better cater to community needs.

The success of the agencies can be attributed to the strong collaborative partnerships with local organisations and the incredible band of supporting volunteers.



Heathcote Library

Heathcote Library has seen a steady increase in borrowing and community use – driven by a focus on engagement activities (both online and in-person) and a considerable growth in programs for children and adults alike. After much planning and consultation, library open days and hours were extended in March to meet growing demand. Heathcote Library is also piloting a new collection program – Read Now – which seeks to provide better access to new release and popular titles for patrons at our smaller branches. It's an exciting scheme, which has thus far been greeted with enthusiasm by local borrowers. We continue to actively support the Heathcote Integrated Precinct Project, which aims to modernise this dated and restrictive facility and open up access, infrastructure and myriad opportunities for the community.

"I'm so happy about the new opening hours. It was really hard for me to get into the Heathcote Library before."

Home Library Service

The Home Library Service operates across all four member shires, delivering books and library items to housebound individuals within the community or aged care facilities. The service has approximately 180 registered recipients at any one time across the organisation. This year, around 1,100 deliveries were made via a combination of courier service, volunteers and staff, with over 12,500 items borrowed by this cohort. The Home Library service has of course suffered multiple interruptions due to the pandemic but continues to be a much-loved and valued service model for those unable to access the library through other avenues.

"I do enjoy the books you pick for me – they are much better than ones I choose! And you find different authors that I love!"

Volunteers

Volunteers make an enormous contribution to our vision and mission – and, of course, the communities in which we operate. In addition to supporting the operation of library agencies, volunteers also support our libraries across the region with Home Library deliveries or branch-based tasks. We've seen our volunteer body bounce back after closures many times over the course of this year – and can't thank them enough for the important role they play in library and community life!

The *Meet Me at the Library* podcast (produced by Anne-Marie Middlemast and launched in November 2020) features Dingee Library Agency volunteers Robyn, Christine and Bev alongside Community Librarian Russell in episode three, and Elmore Library Agency with Community Librarian Ange in episode five. These stories shine a light on the heart, connection and joy found in our remote and rural library services. Take the time to tune in!



Supporting early years literacy

Supporting early years literacy and learning remains a priority for the Community Based Services team as many of our remote areas fare poorly on the SEIFA scale. This year, library agencies and Heathcote Library have delivered a variety of in-library programs for children. They have also delivered a dedicated series of outreach storytimes sessions in playgrounds, parks, schools, halls, online – and on tennis courts! – with playgroups, pre-schools and early years partners such as Strong Families Strong Children. Essentially, we pop up to present engaging early years literacy songs and stories, wherever parents, pre-schoolers and playgroups congregate!

46

outreach storytimes
with a total
attendance of
331 children

101

in-library programs
with a total
attendance of
1442 children

Given the small communities in which we operate, these numbers are particularly heartening.



AXEDALE



BOORT



DINGEE



ELMORE



INGLEWOOD



PYRAMID HILL



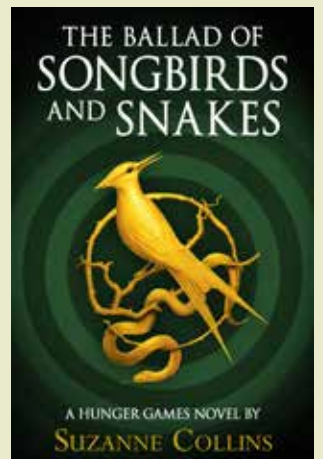
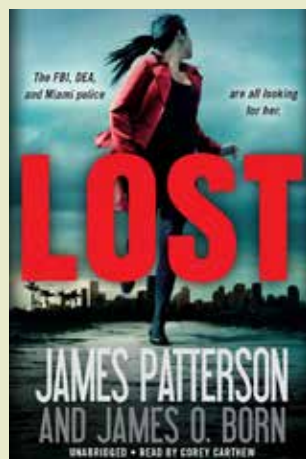
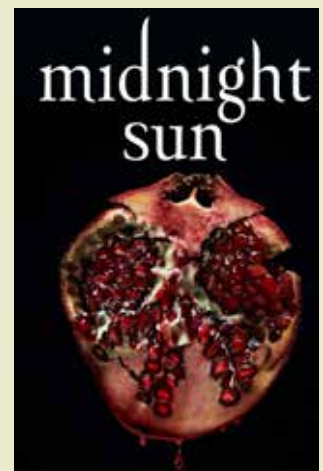
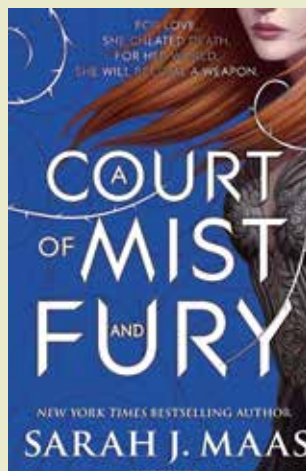
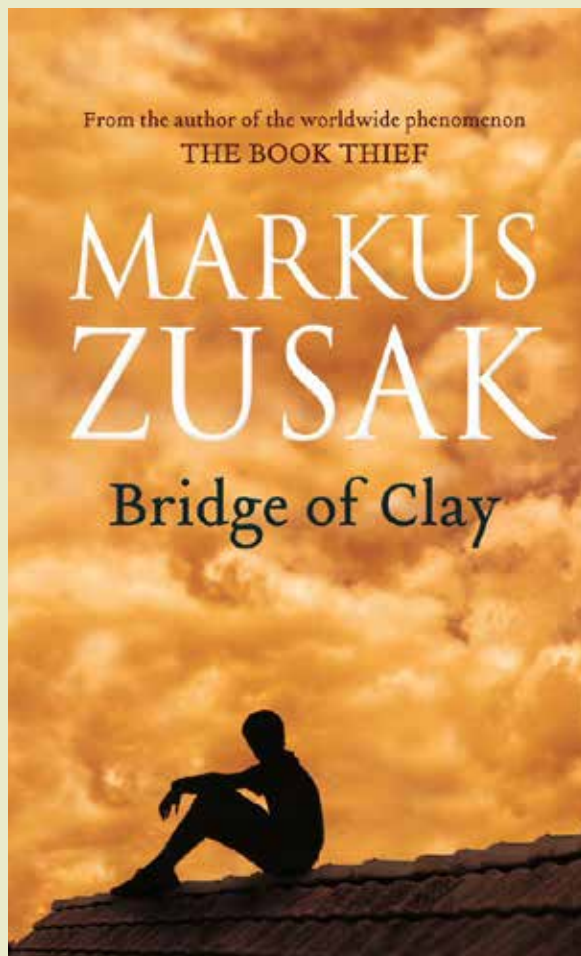
TARNAGULLA



WEDDERBURN



Most Popular Young Adult Fiction



Bendigo Regional Archives Centre (BRAC)

Highlights:

- *History Never Repeats?* online feature and lecture
- Fantastic feedback received for our efforts during lockdowns



Engagement, promotion and access

Despite closures due to the pandemic, our user statistics show that family and local historians still make a beeline for BRAC when our doors are open. We had 249 visitors for the year, a smaller figure than usual for the first half of the year, but the fact that this was spread over seven months reflects a growing trend despite travel restrictions. Nevertheless, we were very busy all year, maintaining our quarterly newsletter, Facebook page and contributing to other Facebook pages such as Lost Bendigo & District.

With pandemics being a subject of great interest, an online article *History Never Repeats?* in October, drew on items in the collection relating to the 1872 smallpox outbreak and traced the parallels in responses to historic and modern health crises. This was also presented as a lecture (both in person and online) as part of our collaboration in the Discovering History program with La Trobe University. Media coverage of the event in the Bendigo Advertiser further promoted the value of our Centre.

Other presentations made to the Bendigo Family History Group and Society of Australian Genealogists, which focussed on our resources and how they can be used to solve problems and support research on the Goldfields, have also been well-received.

“This was excellent. I look forward to future events. I love that [Discovering History] is online – so accessible when you are far away from Uni.”

On a professional basis, BRAC, and our Archives Officer, made a guest appearance in the Australian Society of Archivists' Victorian Branch International Archives Week 2021 Victorian Focus “Empowering Archives” online video: www.youtube.com/watch?v=ggpuvZP5tGI

As the financial year draws to an end, our latest exhibition, *Such Sweet Sorrow*, which focuses on the darker side of the confectionery industry, is being prepared and promises to once more share our fascinating history and collection potential with a live and online audience.

249

visitors for the year



803 records ordered



101,044

total reach by posts on BRAC Facebook Page

Providing a collaborative hub for research

The history of local buildings and events remains a popular reason to visit or contact BRAC. We continue our informal collaboration with the Bendigo Advertiser to support journalist Tom O'Callaghan's *What Happened?* series. These articles acknowledge our contribution and have good reach in both traditional and social media. Through our staff's skills, depth of knowledge and efforts, we continue to provide a popular and valuable service to the wider community. When regulations permitted staff to recommence working onsite, BRAC provided a dedicated remote research service for patrons interested in a range of topics and locations. The value of this is demonstrated in the feedback we received.

"To think all these people you are talking about have sat in this room where I'm sitting right now, so cool!! It's incredible to know who has lived here over the years, and it has certainly explained a few things. This has absolutely made my year! Please thank everyone involved. You guys are amazing!"

We must also acknowledge the work done by the regular volunteers from our local history and genealogy societies who, through the creation of transcriptions and indexes, make our records all the more accessible and relevant to a wider audience. This also flows on to assist our partners at the City of Greater Bendigo and Public Records Office Victoria and students of all ages.

Retaining and caring for state archives and community records

BRAC is a joint partnership between the City of Greater Bendigo, the Public Record Office of Victoria (PROV) and the Goldfields Library Corporation. BRAC is a Class A Place of Deposit (POD) and is qualified to care for permanent public records as specified in the Victorian Public Records Act 1973. BRAC's state of the art repositories care for our region's precious heritage in optimal conditions that meet strict levels of compliance, ensuring long term preservation and access for many generations to come.

"It's amazing the details that you were able to find. We are looking forward to giving the house its 100th birthday and are very great full for your assistance."



Engagement

Highlights:

- Keeping community connected and engaged during lockdown
- Community consultations:
 - ‘Post’- COVID-19 transitions to online services and programs: ‘Library Services in 2020’ survey
 - Libraries for the Future consultation
- Early years partnerships and literacy messaging project
- Inclusive libraries projects focussed on welcoming all people to our libraries.



Community connection and inclusion

This year, perhaps more than any other year, has highlighted our need to stay connected, think of our neighbours and consider that, in staying apart, we are looking out for one another. We’ve continued to work hard at progressing that message through a series of specific projects that promote inclusion and belonging.

Inclusive and welcoming libraries

- Anti-racism statement and educational resources on our website, and participation in anti-racism network.
- ‘You are welcome here’ poster celebrating and welcoming diversity developed and displayed in all library spaces.
- 1.6 Billion Ways to be Muslim photographic exhibition travelled to libraries throughout our region, promoting understanding and harmony.

- Allied 4'em project captured the stories, experiences and voices of young LGBTQIAA+ community members and their mentors through a series of interactive workshops resulting in the production of multiple high-quality short-form video resources for awareness building and education.
- Bendigo Cares – a project designed to support and connect carers went largely online and reached community members and carers from across the region and beyond, with care packages, presentations, workshops, story sharing and an exhibition of photography showcasing children with special needs and abilities (superpowers).

“We weren’t quite as aware, prior to COVID, the importance our community placed on the library as a community hub, and also that the library should be a key feature of our emergency management plan... The community were more concerned when the library closed than other services such as council offices.”

Goldfields Libraries Board Member

Community Partnerships

We work closely with multiple units in each of our member Councils to deliver on our (often shared) strategic priorities. These include those responsible for diversity and inclusion, economic development, arts and culture, reconciliation action, healthy environments and healthy living, environmental sustainability, children and families, youth, ageing, disability, social connection, safety, emergency response. Other active community partners throughout the 2021-22 years include:

- Kindergartens and schools
- Early years networks
- Aboriginal community leaders and representative networks and bodies, including anti-racism and cultural champions networks
- Multicultural community leaders, networks and organisations
- Neighbourhood Houses
- LGBTIQAA+ community leaders and networks
- Local history providers and networks
- Community health services and health promotion networks
- Youth networks and groups
- Disaster recovery networks
- Business and employment networks
- Other STEM program providers

“People panicked when the library shut – it was very destabilising for many who rely on the community hub. COVID taught me that the library is more central and meaningful to our community than I ever realised. It is a place that’s almost always open. It is free, accessible, fun for children and parents. The library is also a neutral territory, not political, doesn’t take sides. No hidden agenda. The library is a place with no stigma.”

Sharing our stories - Meet Me at the Library Podcast

Libraries are not just places which house stories in books on shelves. Many inspiring personal and community stories are made in our library spaces. We often hear from our community that we could do better at letting the wider community know about some of the magic that happens in libraries. 2020 saw the well-timed local production of a very special podcast produced in library spaces across the Goldfields Libraries network. *Meet Me at the Library* was created and produced by ABC reporter Anne-Marie Middlemast, in partnership with Goldfields Libraries and Castlemaine’s Main FM, and supported by the Community Broadcasting Association, showcasing eight unique and inspiring library user stories.

Each episode of the podcast takes listeners inside one of our libraries to discover how these remarkable spaces bring us together. How do public libraries fight racism? Can you be addicted to books? What’s it really like to be a librarian? Throughout the eight episodes, listeners meet a range of wise, witty and colourful characters who’ve each got a very different story to tell about why they love their public library. From the keyboard warrior using the library’s free wi-fi to help reunite families through to the reformed smoker who’s replaced cigarettes with books, you’ll find out why these surprising, creative and democratic places – our public libraries – are more important than ever.



Listening to our community

We are grateful that our communities were so generous with their time and input to our two separate consultations in 2020-21. We surveyed over 1600 community members and received valuable insights into how people used libraries, what else they wanted to see in libraries and just as importantly, why some people didn't use the library.

Library Services in 2020 survey

At the end of 2020, we surveyed our members to find out how they had responded to our transition to primarily online and telephone-based services throughout the lockdowns of 2020. We asked users what they enjoyed and appreciated about our COVID-19 offerings, whether they developed any new habits in using library services, and what they missed most when their libraries were closed. We received over 600 responses.

Thirty percent of respondents said that they reached out to their local library for help during COVID-19. Things they were seeking help for included:

- Using the internet
- Accessing an online program
- Accessing the eLibrary

- Using the library website
- Borrowing or reserving
- Reading recommendations
- Just for a chat

Top five things people missed during lockdown:

- Browsing the shelves
- Talking face to face
- Chatting with library staff
- Relaxing in the library
- Bringing the kids to the library

Top five things people appreciated during lockdown:

- Being able to reserve and collect books
- Borrowbox (downloadable ebooks and audiobooks)
- Movie streaming
- Online storytimes and kids programs
- Email and newsletters



Libraries for the Future survey

In early 2021, we conducted our largest and broadest ever community consultation. We received input from close to 1,000 community members (not just library users) through online and paper-based surveys, 'Please comment' posters in libraries, pop up stalls in public places and focus groups with key stakeholder groups (including young people, seniors, aboriginal, multicultural, key Council partners and Library Board members).

The *Libraries for the Future* survey was undertaken in an effort to understand more fully what people liked about their libraries as well as what they would like to see improved or included in the future.

Around 1,000 responses were received through this consultation, providing us with some interesting points to consider when designing our libraries and services, including:

- Beyond learning and literacy, an important benefit of libraries was just a general sense of relaxation and enjoyment.
- People ranked the staff and the space as the things they most liked about the local library, followed by the collection.
- Collection and borrowing remain the core business for libraries.



- Although people loved our spaces, they wanted more bigger spaces, more opportunity for quiet areas and longer hours of access.
- A sense of safety was important, with some patrons making others feel unsafe.
- People liked the collection, but many wanted better and bigger collections.
- People wanted to see future services focus on creativity, health and wellbeing and spaces that provided opportunity to meet, talk and share.



Communications

With COVID-19 still very much a part of our lives, our communications have been more important than ever, ensuring our communities and staff are constantly up to date with the ever-changing environment.

We continue to utilise a range of digital and traditional mediums to ensure we reach as many people as possible.

Digital Communications

Digital communications have taken a leadership role this year as we continue to be thrown in and out of lockdown, and an ever-changing list of restrictions. Digital media allows us to make and publish updates instantly while reaching large audiences.

As in previous years, our digital eNewsletter continues to be our top performer, reaching around 23,000 inboxes each month. Each newsletter includes important updates, upcoming programs and events, suggested reads, eLibrary promotions and more. This is complemented by 'Special Update' emails sent throughout the year as needed.

This year, we also took the opportunity to update the Castlemaine Library eNewsletter, aligning it with the main Goldfields Libraries eNewsletter, not only in appearance but in content. This smaller newsletter gives the Castlemaine team an opportunity to update their local community with important regional information (as in the main eNewsletter) as well as give a more personal touch with localised content. This has resulted in a higher open rate than the general GLC eNewsletter at 32 percent compared to 25 percent. We are investigating whether it is feasible to expand this option to other branches.

Our social media presence also continues to be vital.

Facebook continues to attract new followers, growing 21 percent in the last year to 12,864. Interestingly though, our reach of 55,000 people per month is a decrease of 20 percent from last year. Given the substantial increase we saw last year, we are still trending upwards from previous years, which is a good sign that our communities continue to value our social media presence.

This year we reintroduced our Instagram presence in an attempt to broaden our reach. With content manageable from Facebook, this is a low-cost effort, and so far is proving fruitful.

YouTube has become a very well utilised platform over the last 18 months. What initially began as a home for online Storytimes has since grown to become a library of over 120 author talks, wellbeing sessions, school holiday activities, how-to videos and online forums. The channel now has over 300 subscribers, 13,500 views and a reach of 175,000. With online programs now a staple alongside face to face programs, we can only assume (and hope) our reach will continue to grow.



"I love your social media page. Whoever is in charge does a great job. Thanks so much for your reply and for the ideas you have shared in the page."

Traditional media

While digital communications may have taken the spotlight, traditional printed media continues to be well-received as we try to reach those not online.

While the number of media releases sent has decreased this year, last year's efforts to build relationships with our media outlets have proven fruitful and resulted in a sustained media presence across our region. We have also expanded our contact list to include local MPs to further our reach and share our successes with our funders.

While hard to track precisely, the printed version of our What's On program appears to be holding steady. With the uncertainties of the pandemic, we postponed production of our professionally printed seasonal program and opted for an easier-to-manage monthly program that we could print on demand in-house. We are slowly transitioning back to the seasonal program, but time will tell if that continues as COVID-19 continues to cause uncertainty in program delivery.

Internal Communications

The introduction of our weekly Communications Key Messaging document late last year has been an overwhelming success. Each week we continue to highlight important messages and information for distribution to our communities through social media, local newsletters and newspapers. This has been particularly useful in distributing programs and events information, COVID-19 updates, and to ensure consistent information across our region. It also helps to minimise duplicated efforts.

We also continue to send out regular staff bulletins, ensuring all staff are kept up to date with important updates on HR/recruitment, collections, IT, engagement, programs and OH&S.



Library

Library lovers panic borrow

ended a busy three-day period in the lead up to Thursday with the number of library book check-outs doubling and queues at the door.

"We're calling it our 'panic power moment' - instead of people panic buying toilet paper they have panic bought library books," Mr Hands said.

But unlike some panic buyers, Mr Hands said library visitors had been "very orderly and very polite".

"Normally we would have about 25 per cent of our collection of about 60 picture books.

"People have been grabbing books and materials from their favourite areas and we have seen people queuing outside libraries. Everyone in our communities has been very thankful and appreciative of our library service."

Children's books were popular with Woodend Library reporting precisely one of the longest wait-times for staff had seen that included about 60 picture books.

"Resolved lends a maximum of 25 per cent of its collection of only one time, this week over 50 per cent in circulation and out on Tuesday, Emily (Barnett) lent over 1800 items," said Lucy Cookson, Woodend's branch manager.

As Gladsome Library staff said goodbye, librarians reported loaning out "as many books these past few days as they would normally do in a month".

Community librarians noted people were "certainly making great use" of the few days notice before closure.

All libraries (and home library delivery services) are now closed and are expected to remain closed until at least Sunday, September 13, in line with the Victorian Government's re-introduction of Stage 2

restrictions to slow the spread of COVID-19.

YOU CAN STILL CONNECT

Library patrons can still connect to their local branch with several remote options and services available.

Some of the services still available include: online programs and events including storytimes, Job Zone, YouTube and Facebook; and electronic resources such as ebooks, audiobooks, digital magazines and newspapers, online family history resources, working at home resources, online movies and TV, online kids activities and wellbeing activities.

And for those who miss having a friendly chat with their favourite librarian they can still offering to book calls, or need to do is leave a message with a library and they will return your call.

"We understand that our libraries will be a huge community service, so be they connected via our social media sites and check our website for up to date information," Mr Hands said.

"We look forward to welcoming you back to the library as soon as we can."

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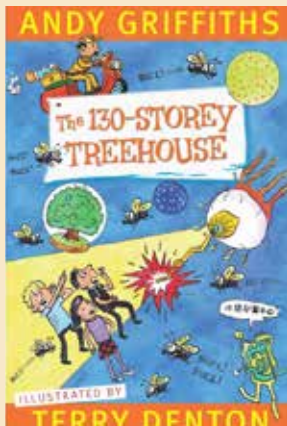
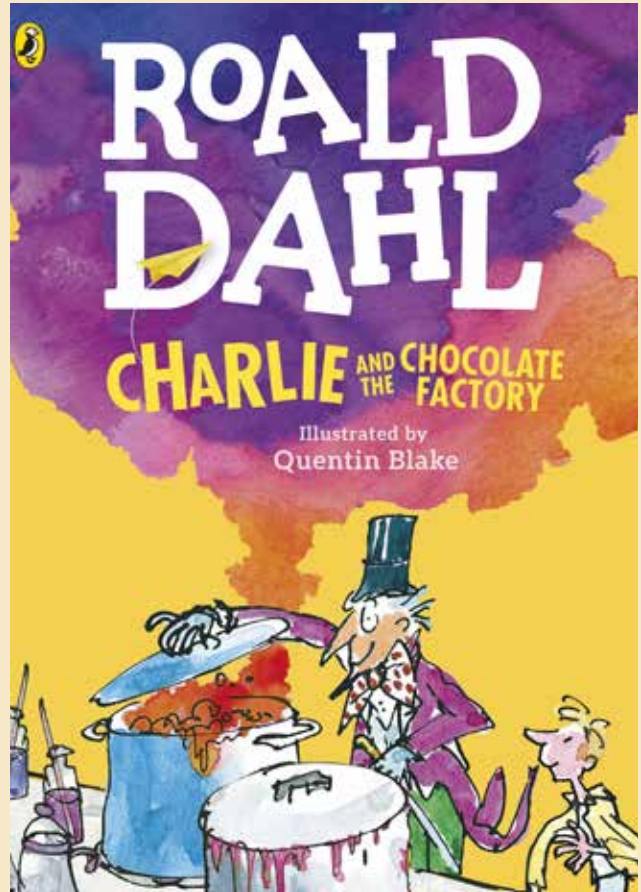
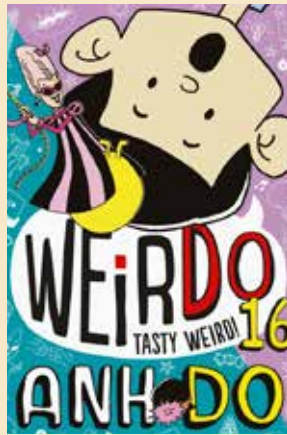
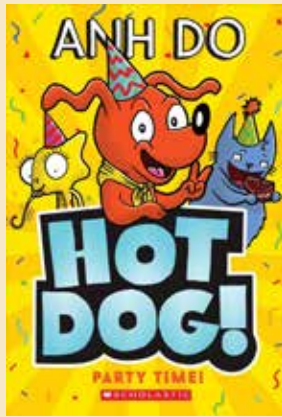
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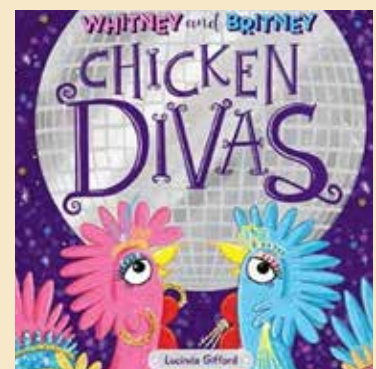
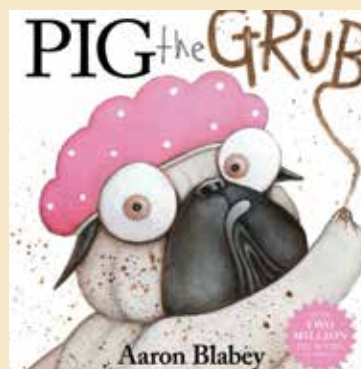
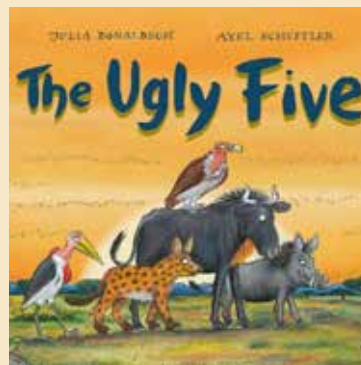
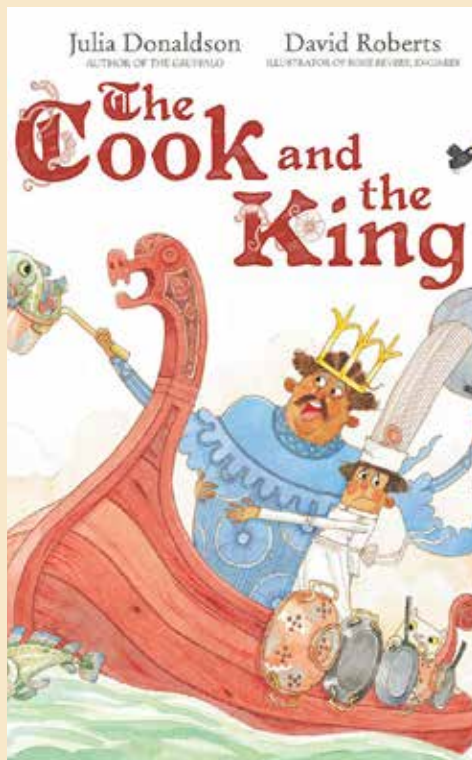
"We look forward to welcoming you back to the library as soon as we can."



Most Popular Junior Fiction



Most Popular Picture Books



Our People

Highlights:

- Staff have proven to be highly adaptive and responsive to changing business and community needs throughout the COVID-19 pandemic
- GLC was an industry leader in the development of COVID-19 sector policy, with key works adopted by many other Councils and libraries across Victoria
- Commitment to being a learning organisation achieved with professional development undertaken in areas such as gender equity, mental health first aid, resilience and coaching, health and safety, LGBTQIA+ inclusion, first aid, researching Aboriginal and Torres Strait Islander family histories and more
- Focus on partnering with our Councils, with staff connecting with Council teams
- GLC remained a sought after destination for Victorian secondary school students seeking work experience and tertiary students seeking placements



COVID-19 impact and response

Health, safety and wellbeing

Communication and consultation with staff has been a priority to ensure our people remain safe, supported and included as we meet the challenges presented by the pandemic.

We have been committed to this with consistent communication and meetings with staff in an open, safe environment, encouraging staff to ask questions regarding safety protocols and service delivery.

There have been no WorkCover claims this year.



Flexible working arrangements

We facilitated flexible working arrangements to help staff fulfil their professional, personal and caring responsibilities in a year that has been disrupted with COVID-19 testing, isolation, increased sick leave and home schooling commitments.

This year we have faced a number of challenges due to the pandemic. Communication and consultation remain important priorities and have been strengthened in a number of ways to ensure our staff are informed and confident of their roles and rights.

“The staff at Castlemaine are absolutely top-notch. It is a lovely thing to feel the kindness exhibited by all the staff. They know me by first name which means a great deal to me, as I live alone. They show their kindness and dedication unfailingly. I am fortunate to be a member of this great facility.”

Supporting staff through changing work practice

- Adapting opening hours and rosters
- Moving to online environments
- Workplace inspection reports extended to include COVID-19 checks
- Widespread uptake of our Employee Assistance Program to provide additional wellbeing support to staff
- Generous and flexible approach to leave, supporting staff through situations, including family support, aged parents and schooling from home
- Increased cleaning and distribution of PPE to staff
- OH&S assessments and new procedures introduced
- Online training module and online induction
- Staying well and mental health and wellbeing activities



Governance

Highlights:

- Controlling costs and responsible investment in times of restricted service
- A commitment to meeting budget increment caps to provide cost-effective services to the community in a sustainable way over the next decade.
- COVID-19 protocols implemented to provide a COVID-safe environment for all staff and the community through lockdowns and restricted openings.

Comparisons across library services were based on investment costs compared against:

1. Number of loans
2. Total opening hours across all branches
3. Collection size
4. Number of attendances at programs and events

Based on these criteria, Goldfields Library Corporation was ranked as having the highest level of activity compared to funding levels of all 46 library services across Victoria.

View the full report at:

www.audit.vic.gov.au/sites/default/files/2019-11/20191113-Council-Libraries-report.pdf

"I've been to all the libraries around here, and some in Melbourne, but this one (Eaglehawk) is the best of the lot of them."

Financial sustainability

The Board and leadership team at Goldfields Libraries have worked hard to develop a sustainable budget that provides an effective library service within the parameters of government established inflation rates.

This delivers a sustainable funding model for all member Councils within the library service and provides forecasts for deliverable budgets over the next decade.

Each year, the ten-year budgetary forecast is reviewed and updated, ensuring that all Councils are involved in developing a service that is economically viable for the future and is strategically positioned to deliver service and infrastructure upgrades that are forecast to occur over the next ten years.

As part of a state-wide audit by the Victorian Auditor General Office, Goldfields Library Corporation was ranked as the number one library service in the state when comparing service levels against funding.

Implementing systems that support operational effectiveness

As a suite of significant community facilities and public spaces, we are committed to creating safe spaces for everyone to enjoy.

This requires a proactive approach to the management of spaces by our staff and designers of our spaces.

This year is the second year where child-safe policies and procedures within the Corporation align and meet the requirements of Child Safe Standards and the Child Safety and Wellbeing Act 2005 (Vic).

All existing and employed staff are now subject to a Working with Children Check, and the policy clearly states that our libraries are places where children will feel safe, are important, are valued and that any behaviour to the contrary will not be tolerated.

Our new Library Plan puts children, as valued patrons, as a priority for service investment.

COVID-19 protocols were rapidly developed and implemented as part of closing and reopening services, with investment in procedures and equipment to support a new way of operating.

Promoting a culture of good governance

This year, a crucial aspect of good governance has focussed on operating safely in a new environment of managing infectious disease. Our COVID-19 response has been thorough and managed to reduce or eliminate risk for both the community and staff.

We've rapidly shifted our business model to be able to work remotely and still deliver many services online and a contactless reserve and collect system, as well as developing new procedures for reopening the library rapidly as part of a comprehensive COVID-19 response.

After being told he only needed to sign in with QR code if he was going to be longer than 15 mins, a borrower replied "I'm definitely going to be longer, I'm waiting for my wife and I thought to myself what better place to go than the library!"



Board Members



Cr. Rod Fyffe
Greater Bendigo City Council
(Chair)



Vicky Mason
Greater Bendigo City Council



Cr. Dan Straub
Loddon Shire Council



Phil Pinyon
Loddon Shire Council



Cr. Bill West
Macedon Ranges Shire Council



Sarah Noel
Macedon Ranges Shire Council

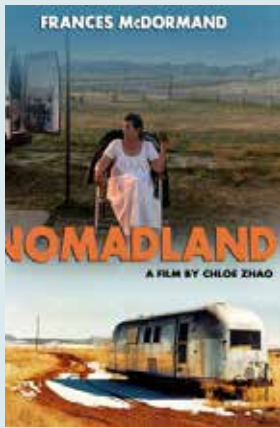
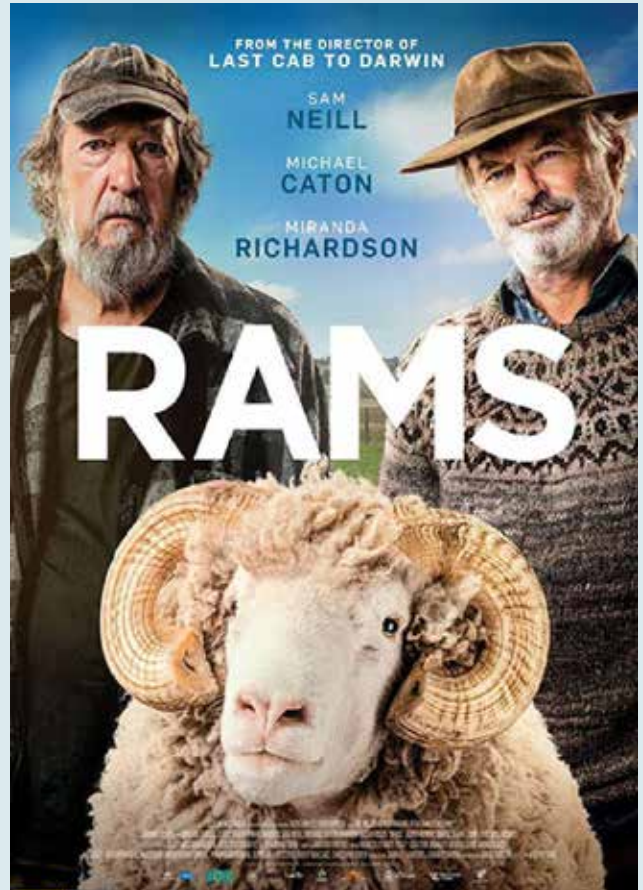


Cr. Rosie Annear
Mount Alexander Shire Council

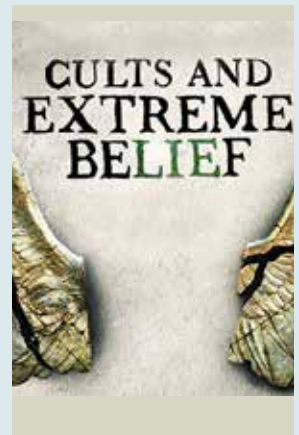
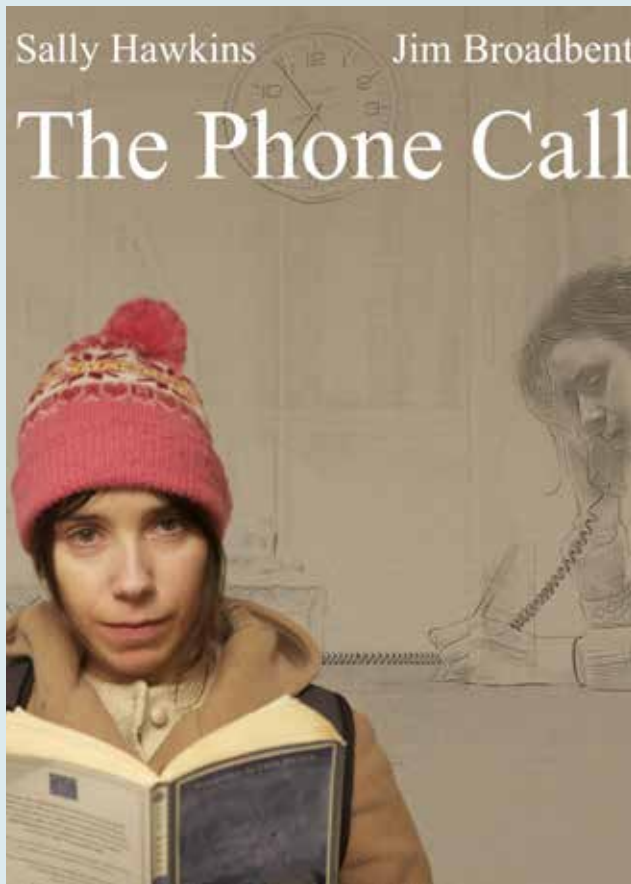


Lisa Knight
Mount Alexander Shire Council

Most Popular DVD's



Most Popular Streamed Film/TV



**North Central Goldfields
Regional Library Corporation**

Trading as
Goldfields Library Corporation

Financial Report

For the year
1 July 2020
to
30 June 2021



Financial Report

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Certification of the Financial Statements

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



Nathan Morsillo, FCPA
Principal Accounting Officer

Date : 15/09/2021

Bendigo, Victoria

In our opinion the accompanying financial statements present fairly the financial transactions of the North Central Goldfields Regional Library Corporation for the year ended 30 June 2021 and the financial position of the Corporation as at that date.

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

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

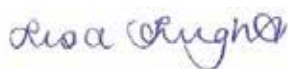
Vicky Mason
Board Member



Date : 15/09/2021

Bendigo, Victoria

Lisa Knight
Board Member



Date : 15/09/2021

Bendigo, Victoria

Mark Hands
Chief Executive Officer



Date : 15/09/2021

Bendigo, Victoria

Independent Auditor's Report

To the Board members of North Central Goldfields Regional Library Corporation

Opinion	<p>I have audited the financial report of North Central Goldfields Regional Library Corporation (the corporation) which comprises the:</p> <ul style="list-style-type: none"> • balance sheet as at 30 June 2021 • comprehensive income statement for the year then ended • statement of changes in equity for the year then ended • statement of cash flows for the year then ended • statement of capital works for the year then ended • notes to the financial statements, including significant accounting policies • certification of the financial statements. <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2021 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the <i>Local Government Act 1989</i> and applicable Australian Accounting Standards.</p>
Basis for Opinion	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's <i>APES 110 Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
Board members' responsibilities for the financial report	<p>The Board members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Local Government Act 1989</i>, and for such internal control as the Board members determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board members are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>

Auditor's responsibilities for the audit of the financial report

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

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

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

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

MELBOURNE
22 September 2021



Sanchu Chummar
as delegate for the Auditor-General of Victoria

North Central Goldfields Regional Library Corporation
Comprehensive Income Statement for the year ended 30 June 2021

	Note	2021 \$	2020 \$
Income			
Member contributions	3.1	5,291,499	5,188,215
User fees, charges and fines	3.2	145,110	170,998
Grants - operating	3.3	1,490,867	1,449,844
Grants - capital	3.3	39,064	39,064
Non monetary contributions	3.4	2,195	-
Interest on investments		14,312	45,474
Other income	3.6	2,910	51,184
Total income		6,985,957	6,944,779
Expenses			
Employee costs	4.1	4,624,028	4,524,225
Plant and equipment costs	4.2	296,291	301,048
Depreciation	4.3	1,001,045	1,123,454
Administration and maintenance charges	4.4	456,649	427,435
Amortisation - right of use assets	4.5	24,693	24,693
Finance costs - leases	4.6	9,870	10,437
Net loss on disposal of plant, resources and equipment	3.5	606	6,592
Other expenses	4.7	302,155	324,418
Total expenses		6,715,337	6,742,302
Surplus for the year		270,620	202,477

The above Comprehensive Income Statement should be read in conjunction with the accompanying notes.

North Central Goldfields Regional Library Corporation
Balance Sheet as at 30 June 2021

	Note	2021 \$	2020 \$
Assets			
Current assets			
Cash and cash equivalents	5.1	3,816,125	3,487,410
Trade and other receivables	5.1	21,769	2,042
Other assets	5.2	111,405	107,213
Total current assets		<u>3,949,299</u>	<u>3,596,665</u>
Non-current assets			
Resources, plant and equipment	6.1	3,247,913	3,528,729
Right-of-use assets	5.7	345,696	370,388
Total non-current assets		<u>3,593,609</u>	<u>3,899,117</u>
Total assets		<u>7,542,908</u>	<u>7,495,782</u>
Liabilities			
Current liabilities			
Trade and other payables	5.3	83,878	328,357
Trust funds and deposits	5.3	154	(92)
Provisions	5.4	1,166,824	1,121,269
Lease liabilities	5.7	20,974	20,391
Total current liabilities		<u>1,271,830</u>	<u>1,469,925</u>
Non-current liabilities			
Provisions	5.5	115,325	119,750
Lease liabilities	5.7	334,012	354,986
Total non-current liabilities		<u>449,337</u>	<u>474,736</u>
Total liabilities		<u>1,721,167</u>	<u>1,944,661</u>
Net assets		<u>5,821,741</u>	<u>5,551,121</u>
Equity			
Member contributions		2,466,638	2,466,638
Accumulated surplus		2,244,658	1,825,920
Reserves	9.1	1,110,445	1,258,563
Total Equity		<u>5,821,741</u>	<u>5,551,121</u>

The above Balance Sheet should be read in conjunction with the accompanying notes.

North Central Goldfields Regional Library Corporation
Statement of Changes in Equity for the year ended 30 June 2021

2021	Note	Total	Member	Accumulated	Discretionary
		\$	Contributions	Surplus	Reserve
		\$	\$	\$	\$
Balance at beginning of the financial year		5,551,121	2,466,638	1,825,920	1,258,563
Surplus for the year		270,620	-	270,620	-
Transfers to other reserves	9.1	-	-	(51,882)	51,882
Transfers from other reserves	9.1	-	-	200,000	(200,000)
		<u>5,821,741</u>	<u>2,466,638</u>	<u>2,244,658</u>	<u>1,110,445</u>
Balance at end of the financial year		5,821,741	2,466,638	2,244,658	1,110,445

2020		Total	Member	Accumulated	Discretionary
		\$	Contributions	Surplus	Reserve
		\$	\$	\$	\$
Balance at beginning of the financial year		5,348,644	2,466,638	1,635,401	1,246,605
Surplus for the year		202,477	-	202,477	-
Transfers to other reserves	9.1	-	-	(56,958)	56,958
Transfers from other reserves	9.1	-	-	45,000	(45,000)
		<u>5,551,121</u>	<u>2,466,638</u>	<u>1,825,920</u>	<u>1,258,563</u>
Balance at end of the financial year		5,551,121	2,466,638	1,825,920	1,258,563

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

North Central Goldfields Regional Library Corporation
Statement of Cash Flows for the year ended 30 June 2021

	2021 Inflows/ (Outflows) \$	2020 Inflows/ (Outflows) \$
Cash flows from operating activities		
Member contributions	5,820,649	5,707,036
User fees, charges and fines	145,924	181,198
Grants - operating	1,490,867	1,449,848
Grants - capital	39,064	39,064
Interest received	14,312	45,474
Other receipts	2,910	51,183
Employee costs	(4,601,109)	(4,609,253)
Plant and equipment costs	(325,920)	(331,153)
Administration and maintenance charges	(798,177)	(278,775)
Other expenses	(348,048)	(336,468)
Net GST payment	(393,117)	(357,583)
Net cash provided by/(used in) operating activities	<u>1,047,355</u>	<u>1,560,571</u>
Cash flows from investing activities		
Payments for resources, plant and equipment	6.2 (718,640)	(882,098)
Proceeds from sale of resources, plant and equipment	-	23,636
Net cash provided by/(used in) investing activities	<u>(718,640)</u>	<u>(858,462)</u>
Cash flows from financing activities		
Net cash provided by/(used in) financing activities	<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents	328,715	702,109
Cash and cash equivalents at the beginning of the financial year	3,487,410	2,785,301
Cash and cash equivalents at the end of the financial year	<u>3,816,125</u>	<u>3,487,410</u>
Financing arrangements	5.6	
Restrictions on cash assets	5.1	

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

North Central Goldfields Regional Library Corporation
Statement of Capital Works for the year ended 30 June 2021

	Note	2021 \$	2020 \$
Resources	6.1	594,576	621,139
Plant and vehicles	6.1	-	51,315
Information technology	6.1	108,725	147,568
Office equipment, furniture and fittings	6.1	15,339	62,076
Total capital works expenditure		718,640	882,098
Represented by:			
New asset expenditure		-	51,315
Asset renewal expenditure		718,640	830,783
Total capital works expenditure		718,640	882,098

The above Statement of Capital Works should be read in conjunction with the accompanying notes.

North Central Goldfields Regional Library Corporation

Notes to the Financial Report for the year ended 30 June 2021

OVERVIEW

Introduction

The North Central Goldfields Regional Library Corporation was established by an Order of the Governor in Council on 12 January 1996 and is a body corporate. The Corporation's main office is located at 259 Hargreaves St Bendigo VIC 3550.

Statement of compliance

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

Significant accounting policies

(a) Basis of accounting

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

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

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

- the fair value of resources, plant and equipment (refer to Note 6.1)
- the determination of depreciation for resources, plant and equipment (refer to Note 6.1)
- the determination of employee provisions (refer to Note 5.4)
- the determination of whether performance obligations are sufficiently specific so as to determine whether an arrangement is within the scope of *AASB 15 Revenue from Contracts with Customers* or *AASB 1058 Income of Not-for-Profit Entities* (refer to Note 3)
- the determination, in accordance with *AASB 16 Leases*, of the lease term, the estimation of the discount rate when not implicit in the lease and whether an arrangement is in substance short-term or low value (refer to Note 5.7)
- other areas requiring judgements

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

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

(b) Impact of Covid-19

On 16 March 2020 a state of emergency was declared in Victoria due to the global pandemic COVID-19 virus, known as coronavirus. A state of disaster was subsequently declared on 2 August 2020. While the impacts of the pandemic have abated somewhat through the 2020-21 year, the Corporation has continued to be subject to intermittent closures and restricted openings. The Corporation notes the following significant impacts on its financial operations:

Additional revenue :

We have successfully obtained the Premier's Reading Challenge grant to supplement investment specifically in collection. We were also successful in obtaining funds toward supporting the development of the new Kangaroo Flat library.

Revenue reductions :

Room hire fees are minimal given the extended closures experienced during this COVID pandemic. Interest on investments (term deposits) is minimal and well below expectations as interest rates have dropped significantly.

Revenue foregone :

The Corporation has not charged overdue fines on collection borrowing for the entire 2020-2021 FY, which has impacted on overdue fines and book replacement fees.

Savings :

Generally, in response to closure or limited opening, The Corporation has been able to instigate significant savings compared to budget for labour and administration through the delivery of appropriate service levels, during a period of restricted activity.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

Note 1 Performance against budget

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

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

1.1 Income and expenditure

	Budget 2021 \$	Actual 2021 \$	Variance 2021 \$	Variance 2021 %	Ref
Income					
Member contributions	5,291,499	5,291,499	-	0%	
User, fees, charges and fines	220,653	145,110	(75,543)	-34%	1
Grants - operating	1,396,889	1,490,867	93,978	7%	2
Grants - capital	-	39,064	39,064	100%	3
Non monetary contributions	2,000	2,195	195	10%	
Interest on Investments	79,157	14,312	(64,845)	-82%	4
Net gain on disposal of plant, resources and equipment	42,405	-	(42,405)	-100%	5
Other income	-	2,910	2,910	0%	
Total income	7,032,603	6,985,957	(46,646)	(0)	
Expenses					
Employee costs	4,850,113	4,624,028	226,085	5%	6
Plant and equipment costs	325,084	296,291	28,793	9%	7
Depreciation	1,204,968	1,001,045	203,923	17%	8
Administration and maintenance charges	473,482	456,649	16,833	4%	9
Amortisation - Right of use assets	-	24,693	(24,693)	0%	10
Finance costs - leases	-	9,870	(9,870)	0%	
Net loss on disposal of plant, resources and equipment	-	606	(606)	100%	
Other expenses	399,294	302,155	97,139	24%	11
Total expenses	7,252,941	6,715,337	537,604	7%	
Surplus/(deficit) for the year	(220,338)	270,620	490,958	-223%	

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

(i) Explanation of material variations

Variance		
Ref	Item	Explanation
1	User, fees, charges and fines	The Corporation have not charged any fines for the 12 months, and room bookings have been virtually non-existent during COVID-19.
2	Grants - operating	Additional Grants were received.
3	Grants - capital	This is successful application for the Premiers Reading Challenge, which added to the collection (capital) investment.
4	Interest on Investments	This is due to interest rates rapidly dropping due to COVID-19 and the budget was set before this occurred.
5	Net gain on disposal of plant, resources and equipment	Planned asset disposals did not occur.
6	Employee costs	Employee costs were reduced due to COVID-19 and less use of casuals.
7	Plant and equipment costs	There was a reduction in vehicle costs due to COVID-19
8	Depreciation	This is due to the delay in the purchase of RFID equipment and a lower amount spent on Furniture and Fittings than budgeted.
9	Administration and maintenance charges	the Corporation had a saving here due to COVID-19 and reduced operating hours.
10	Amortisation - Right of use assets	This was not budgeted.
11	Other expenses	This includes areas such as printing and stationary, travel, courier charges etc. that just were not required for much of the year due to COVID-19, so significant savings were able to be made.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

1.2 Capital works

	Budget 2021 \$	Actual 2021 \$	Variance 2021 \$	Variance 2021 %	Ref
Resources	625,797	594,576	(31,221)	-5%	1
Information technology	233,878	108,725	(125,153)	-54%	2
Office equipment, furniture and fittings	65,000	15,339	(49,661)	-76%	3
Total plant and equipment	924,675	718,640	(206,035)	-22%	
Represented by:					
New asset expenditure	-	-	-	0%	
Asset renewal expenditure	924,675	718,640	(206,035)	-22%	4
Total capital works expenditure	924,675	718,640	(206,035)	-22%	

(i) Explanation of material variations

Variance Ref	Item	Explanation
1	Resources	Fewer books were purchased than planned due to an increased demand for digital versions.
2	Information technology	The Corporation delayed replacing RFID equipment as, given we were either closed or at very low levels of use for much of the year, it appeared pre-emptive to invest significantly in plant that would then age without much use. We made the decision to wait, make sure we got the latest tech and indeed have been able to get very competitive prices and expand service levels by waiting. This project has now been awarded and will be finalised and payment made in the 21-22 financial year.
3	Office equipment, furniture and fittings	Given the Corporation was closed due to COVID-19, the use of furniture and fittings was minimal and the replacement schedule slowed. The expenditure was just not required given low usage and less wear and tear.
4	Asset renewal expenditure	Due to the delay in the RFID equipment purchase and the reduced furniture and fitting purchases, as per above.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

Note 2 Analysis of Corporations results by program

The Corporation delivers its functions and activities from a number of different geographical locations across the member Council's. These locations are identified at the following branch levels.

2 (a) Finance and Strategy

Regional Headquarters *

Bendigo Regional Archives Centre

Bendigo branch

Castlemaine branch

Eaglehawk branch

Gisborne branch

Heathcote branch

Kangaroo Flat branch

Kyneton branch

Romsey branch

Woodend branch

* Community Based Services, Tech Savvy Seniors Programs and Local Priorities are included in Regional Headquarters as they are delivered from here.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

2 (b) Summary of revenues, expenses, assets and capital expenses by program

	Income	Expenses	Surplus/ (Deficit)	Grants included in income	Total assets
2021					
Regional Headquarters	6,860,094	3,594,194	3,265,900	1,529,931	7,542,908
Bendigo Regional Archives Centre	91,710	37,970	53,740	-	-
Bendigo branch	9,719	1,367,311	(1,357,592)	-	-
Castlemaine branch	8,523	477,476	(468,953)	-	-
Eaglehawk branch	-	74,601	(74,601)	-	-
Gisborne branch	2,888	235,945	(233,057)	-	-
Heathcote branch	443	47,317	(46,874)	-	-
Kangaroo Flat branch	3,116	306,600	(303,484)	-	-
Kyneton branch	4,589	215,114	(210,525)	-	-
Romsey branch	2,819	202,254	(199,435)	-	-
Woodend branch	2,056	156,555	(154,499)	-	-
	6,985,957	6,715,337	270,620	1,529,931	7,542,908
2020					
Regional Headquarters	6,771,515	3,490,750	3,280,765	1,488,908	7,495,782
Bendigo Regional Archives Centre	91,710	92,498	(788)	-	-
Bendigo branch	35,137	1,415,594	(1,380,457)	-	-
Castlemaine branch	11,807	394,308	(382,501)	-	-
Eaglehawk branch	-	62,402	(62,402)	-	-
Gisborne branch	8,140	205,796	(197,656)	-	-
Heathcote branch	288	108,440	(108,152)	-	-
Kangaroo Flat branch	5,023	330,411	(325,388)	-	-
Kyneton branch	8,812	235,459	(226,647)	-	-
Romsey branch	6,135	186,451	(180,316)	-	-
Woodend branch	6,212	220,193	(213,981)	-	-
	6,944,779	6,742,302	202,477	1,488,908	7,495,782

Due to the roaming collection of books and that all vehicles operate from the headquarters all assets are held at the Regional headquarters.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

Note 3 Funding for the delivery of our services	2021	2020
3.1 Member contributions	\$	\$
City of Greater Bendigo	3,190,543	3,123,331
Loddon Shire	206,563	206,313
Mount Alexander Shire	536,518	527,011
Macedon Ranges Shire	1,357,875	1,331,560
Total member contributions	<u>5,291,499</u>	<u>5,188,215</u>

Annual member council contributions per capita	28.18	27.49
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Annual member contributions are recognised as revenue when the Corporation issues invoices to the member Councils.

3.2 User fees, charges and fines

Fines	752	24,678
Inter library loans	1,856	3,202
Reimbursements	111,760	91,710
Book recovery	2,267	5,140
Photocopying and printing	28,475	46,268
Total user fees, charges and fines	<u>145,110</u>	<u>170,998</u>

User fees, charges and fines are recognised as revenue when the service has been provided or the Corporation has otherwise earned the income.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

3.3 Funding from other levels of government

	2021	2020
	\$	\$
Grants were received in respect of the following :		
Summary of grants		
State funded grants	1,456,274	1,416,344
Local funded grants	45,057	18,564
Other Grants	28,600	54,000
Total grants received	<u>1,529,931</u>	<u>1,488,908</u>
(a) Operating Grants		
<i>Recurrent - State Government</i>		
Library Grant	<u>1,407,610</u>	<u>1,301,002</u>
Total recurrent operating grants	<u>1,407,610</u>	<u>1,301,002</u>
Local Priorities	-	72,278
Other	9,600	4,000
<i>Non-recurrent - Local Government</i>		
Other	45,057	18,564
<i>Non-recurrent - Other</i>		
Community Enterprise Foundation (BBL)	20,000	-
National Science Week (Royal Society of VIC)	600	-
C4C GRL Eys Enhancement	8,000	-
Get Online Week	-	6,000
Digital Devices	-	5,000
Coding Storytime	-	2,000
Activation	-	8,000
Lead a Digital Mentor	-	33,000
Total non-recurrent operating grants	<u>83,257</u>	<u>148,842</u>
Total operating grants	<u>1,490,867</u>	<u>1,449,844</u>
(b) Capital Grants		
<i>Non-recurrent - State Government</i>		
Premiers Reading Challenge	<u>39,064</u>	<u>39,064</u>
Total non-recurrent capital grants	<u>39,064</u>	<u>39,064</u>
Total capital grants	<u>39,064</u>	<u>39,064</u>

Grant income is recognised when the Corporation obtains control of the contribution. Control is normally obtained upon receipt or acquittal.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

	2021	2020
	\$	\$
3.4 Contributions		
Non-monetary	2,195	-
Total contributions	2,195	-

Contributions of non monetary assets were received in relation to the following asset classes.

Resources	2,195	-
Total non-monetary contributions	2,195	-

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

3.5 Net gain/(loss) on disposal of plant, resources and equipment

Proceeds of sale	-	23,636
Written down value of assets disposed	(606)	(30,228)
Total net loss on disposal of plant, resources and equipment	(606)	(6,592)

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

3.6 Other income

Donations	-	7,867
Rental income	1,920	39,037
Other	990	4,280
Total other income	2,910	51,184

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

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

Note 4 The cost of delivering services

4.1 (a) Employee costs

	2021	2020
	\$	\$
Wages and salaries	3,592,924	3,530,812
Annual leave	331,068	318,248
Sick leave	169,325	132,401
Long service leave	88,984	123,461
WorkCover	20,597	16,349
Superannuation	402,171	373,403
Fringe benefits tax	6,374	5,401
Staff training/conferences	12,585	24,150
Total employee costs	<u>4,624,028</u>	<u>4,524,225</u>

(b) Superannuation

The Corporation made contributions to the following funds:

Defined benefit fund

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	20,517	24,167
	<u>20,517</u>	<u>24,167</u>
Employer contributions payable at reporting date.	-	-

Accumulation funds

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	367,035	348,315
Employer contributions - other funds	14,619	7,294
	<u>381,654</u>	<u>355,609</u>
Employer contributions payable at reporting date.	-	13,589

Refer to note 9.3 for further information relating to the Corporation's superannuation obligations.

4.2 Plant and equipment costs

Plant operating and maintenance	19,553	18,250
Photocopier expenses	6,542	14,345
Photocopier lease	16,189	13,141
General office equipment	40,750	47,263
Automated systems maintenance	213,257	208,049
Total plant and equipment costs	<u>296,291</u>	<u>301,048</u>

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

4.3 Depreciation	2021	2020
	\$	\$
Plant and vehicles	12,404	12,372
Resources	824,276	874,866
Information technology	136,818	212,482
Furniture and equipment	27,547	23,734
Total depreciation	<u>1,001,045</u>	<u>1,123,454</u>

Refer to note 6.1 for a more detailed breakdown of depreciation and amortisation charges and accounting policy.

4.4 Administration and maintenance charges

Administration charge	79,301	77,746
Insurances	75,086	69,984
Headquarters maintenance charge	6,880	4,485
Database costs	271,756	260,276
Consultants fees	10,312	10,564
Human resources	13,314	4,380
Total administration and maintenance charges	<u>456,649</u>	<u>427,435</u>

4.5 Amortisation - Right of use assets

Property	24,693	24,693
Total Amortisation - Right of use assets	<u>24,693</u>	<u>24,693</u>

4.6 Finance Costs - Leases

Interest - Lease Liabilities	9,870	10,437
Total finance costs	<u>9,870</u>	<u>10,437</u>

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

4.7 Other expenses	2021	2020
	\$	\$
Rural transaction centre	27,897	22,903
Postage	1,750	8,072
Publicity/advertising	3,162	1,575
Marketing/promotion	6,094	5,120
Children program promotion	13,418	23,829
Adult program promotion	31,352	16,650
Printing and stationery	20,819	29,044
Periodicals	42,597	43,513
Internet expenses	45,726	56,760
Newspapers	12,937	13,963
Processing supplies	17,712	24,436
Freight	30,421	23,969
Travelling	127	1,697
Inter library loan costs	209	325
Membership & sponsorships	6,224	5,087
Audit fees	9,200	10,600
Bank charges	5,312	5,254
Cleaning services	10,708	15,829
First aid	592	32
Board Costs	48	-
Collection software	13,907	14,496
Recycling/shredding collection	1,943	1,264
Total other expenses	302,155	324,418

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

Note 5 Our financial position

	2021	2020
	\$	\$
5.1 Financial assets		
(a) Cash and cash equivalents		
Cash on hand	2,070	2,070
Cash at bank	126,528	1,099,694
Term deposits	3,687,527	2,385,646
Total cash and cash equivalents	<u>3,816,125</u>	<u>3,487,410</u>

The Corporation's cash and cash equivalents are subject to external restrictions that limit amounts available for discretionary use. These include:

- Trust funds and deposits (Note 5.3)	<u>154</u>	<u>(92)</u>
Total restricted funds	<u>154</u>	<u>(92)</u>
Total unrestricted cash and cash equivalents	<u>3,815,971</u>	<u>3,487,502</u>

Intended allocations

Although not externally restricted the following amounts have been allocated for specific future purposes by the Corporation:

- Long service leave - investments *	695,523	640,786
- Discretionary reserves (Note 9.1)	<u>1,110,445</u>	<u>1,258,563</u>
Total funds subject to intended allocations	<u>1,805,968</u>	<u>1,899,349</u>

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less, net of outstanding bank overdrafts.

* Intended allocations for long service leave is based on the former *Local Government Long Service Leave Regulations 2002* and does not necessarily equate to the long service leave liability disclosed in Note 5.4 due to a different basis of calculation prescribed by the regulation. Changes to the *Local Government Long Service Leave Regulations 2002* during the 2012 financial year has meant that under the regulation the requirement to maintain separate investments for long service leave balances no longer exists. As at 30 June 2021 the Corporation still maintains the investment balance under the former regulation requirements.

	2021	2020
	\$	\$
(b) Trade and other receivables		
Current		
Statutory receivables		
Net GST receivable	20,541	-
Non-statutory receivables		
Interest receivable	<u>1,228</u>	<u>2,042</u>
Total current trade and other receivables	<u>21,769</u>	<u>2,042</u>

Short term receivables are carried at invoice amount. A provision for doubtful debts has been calculated and applied via a provision matrix in accordance with AASB 9. Given the nature of the operations of the Corporation, debts are rarely considered doubtful or bad. Balances typically consist of statutory receivables such as GST, or interest receivable. No provision was required as at 30 June 2020.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

5.2 Non-financial assets	2021	2020
(a) Other assets	\$	\$
Prepayments	111,405	107,213
Total other assets	111,405	107,213
5.3 Payables		
(a) Trade and other payables		
Statutory payables		
Net GST payable	-	88,640
Non-statutory receivables		
Trade payables	49,031	24,265
Sundry payables	27,013	47,996
Accrued expenses	7,834	9,432
Accrued salaries	-	158,024
Total trade and other payables	83,878	328,357
(b) Trust funds and deposits		
Paid parental leave	154	(92)
Total trust funds and deposits	154	(92)

Amounts received as deposits and retention amounts controlled by the Corporation are recognised as trust funds until they are returned, transferred in accordance with the purpose of the receipt, or forfeited.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

5.4 Provisions

	Annual Leave \$	Long Service \$	Total \$
2021			
Balance at beginning of the financial year	339,299	901,720	1,241,019
Additional provisions	287,021	157,502	444,523
Amounts used	(275,656)	(59,218)	(334,875)
Change in the discounted amount arising because of time and the effect of any change	-	(68,518)	(68,518)
Balance at the end of the financial year	350,664	931,486	1,282,149
2020			
Balance at beginning of the financial year	329,922	872,241	1,202,163
Additional provisions	329,390	107,559	436,949
Amounts used	(320,013)	(92,442)	(412,455)
Change in the discounted amount arising because of time and the effect of any change	-	14,362	14,362
Balance at the end of the financial year	339,299	901,720	1,241,019

	2021 \$	2020 \$
(a) Employee provisions		
Current provisions expected to be wholly settled within 12 months		
Annual leave	314,386	309,140
Long service leave	139,124	109,020
	453,510	418,160
Current provisions expected to be wholly settled after 12 months		
Annual leave	36,277	30,159
Long service leave	677,037	672,950
	713,314	703,109
Total current employee provisions	1,166,824	1,121,269
Non-current		
Long service leave	115,325	119,750
Total non-current employee provisions	115,325	119,750
Aggregate carrying amount of employee provisions:		
Current	1,166,824	1,121,269
Non-current	115,325	119,750
Total aggregate carrying amount of employee	1,282,149	1,241,019

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

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

4 Provisions (cont'd)

(a) Employee provisions

Wages and salaries and annual leave

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

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

Long service leave

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

Key assumptions:	2021	2020
- discount rate	1.49%	0.87%
- index rate	2.95%	4.25%

5 Financing arrangements

The Corporation has the following funding arrangements in place as at June 30 2021.

Credit card facilities	15,000	15,000
Total facilities	<u>15,000</u>	<u>15,000</u>
Used facilities	7,216	5,729
Unused facilities	7,784	9,271
	<u>15,000</u>	<u>15,000</u>

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

5.6 Commitments

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

2021	Not later than 1 year	Later than 1 year & not later than 2 years	Later than 2 years & not later than 5 years	Later than 5 years	Total
	\$	\$	\$	\$	\$
Operating					
Financial services	79,301	79,301	-	-	158,602
Lifts and hoists	235	626	-	-	861
Automatic doors	147	391	-	-	538
Security services	131	33	-	-	164
Total	79,814	80,351	-	-	160,165

There are a number of contracts that have expired and are being undertaken on a month by month basis until new contracts are completed.

Capital

The Corporation had no outstanding capital commitments at 30 June 2021.

2020	Not later than 1 year	Later than 1 year & not later than 2 years	Later than 2 years & not later than 5 years	Later than 5 years	Total
	\$	\$	\$	\$	\$
Operating					
Cleaning contracts	1,264	-	-	-	1,264
Mechanical services	723	-	-	-	723
Fire services	69	-	-	-	69
Lifts and hoists	235	235	861	-	1,331
Automatic doors	148	148	538	-	834
Security services	35	-	-	-	35
Total	2,474	383	1,399	-	4,256

Capital

The Corporation had no outstanding capital commitments at 30 June 2020.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

5.7 Leases

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

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

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

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

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

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

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

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

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

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

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

5.7 Leases (cont'd)

Right-of-Use Assets	Property	Total
	\$	\$
Balance at 1 July 2020	370,389	370,389
Additions	-	-
Amortisation charge	(24,693)	(24,693)
Balance at 30 June 2021	345,696	345,696

Lease Liabilities	2021	2020
	\$	\$
Maturity analysis - contractual undiscounted cash flows		
Less than one year	30,261	30,261
One to five years	151,305	151,305
More than five years	242,088	272,349
Total undiscounted lease liabilities as at 30 June:	423,654	453,915

Lease liabilities included in the Balance Sheet at 30 June:

Current	20,974	20,391
Non-current	334,012	354,986
Total lease liabilities	354,986	375,377

Short-term and low value leases

The Corporation has elected not to recognise right-of-use assets and lease liabilities for short-term leases of machinery that have a lease term of 12 months or less and leases of low-value assets (individual assets worth less than existing capitalisation thresholds for a like asset up to a maximum of AUD\$10,000), including IT equipment. The Corporation recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

	2021
Expenses relating to:	\$
Short-term leases	-
Leases of low value assets	76,989
Total	76,989
Variable lease payments (not included in measurement of lease liabilities)	-

Non-cancellable lease commitments - Short-term and low-value leases

Commitments for minimum lease payments for short-term and low-value leases are payable as follows:

Payable:	
Within one year	105,912
Later than one year but not later than five years	223,916
Total lease commitments	329,828

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

6.1 Plant, resources and equipment
Summary of plant, resources and equipment

	At Fair Value 30 June 2020	Additions	Contributions	Revaluation	Depreciation	Disposal	At Fair Value 30 June 2021
	\$	\$	\$	\$	\$	\$	\$
Resources	2,984,609	594,576	2,195	-	(824,276)	(20)	2,757,084
Plant and equipment	67,035	-	-	-	(12,404)	-	54,631
Information technology	316,458	108,725	-	-	(136,818)	(586)	287,779
Office equipment, furniture and fittings	160,627	15,339	-	-	(27,547)	-	148,419
	3,528,729	718,640	2,195	-	(1,001,045)	(606)	3,247,913

	Plant and Equipment	Information Technology	Furniture & Equipment	Total Property
	\$	\$	\$	\$
At fair value 1 July 2020	4,969,202	1,249,877	394,484	6,695,881
Accumulated depreciation at 1 July 2020	(1,984,593)	(933,419)	(233,857)	(3,167,152)
	2,984,609	316,458	160,627	3,528,729

Movements in fair value

Additions	594,576	108,725	15,339	718,640
Contributions	2,195	-	-	2,195
Disposal	(911,197)	(109,611)	-	(1,020,808)
	(314,426)	(886)	15,339	(299,973)

Movements in accumulated depreciation

Depreciation and amortisation	(824,276)	(12,404)	(136,818)	(27,547)	(1,001,045)
Accumulated depreciation of disposals	911,177	-	109,025	-	1,020,202
	86,901	(12,404)	(27,793)	(27,547)	19,157

At fair value 30 June 2021
Accumulated depreciation at 30 June 2021

	4,654,776	82,318	1,248,991	409,823	6,395,908
	(1,897,692)	(27,687)	(961,212)	(261,404)	(3,147,995)
	2,757,084	54,631	287,779	148,419	3,247,913

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

6.1 Plant, resources and equipment (cont'd)

Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date.

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

	Depreciation Period	Threshold Limit \$
<i>Asset recognition thresholds and depreciation periods</i>		
Plant and Equipment		
Resources (i)	3-7 years	1
Plant and vehicles	2-4 years	1,000
Information technology	4-11 years	1,000
Furniture and equipment	5-20 years	1,000

(i) Resources comprise of the Corporation's lending and research resources including books, DVD's and CD's.

Resources are catalogued, and as items are taken out of circulation the catalogue is adjusted. Once items are fully depreciated in accordance with individual category useful lives, they are disposed of for accounting purposes from opening cost and accumulated depreciation.

Depreciation and amortisation

Plant and vehicles, resources, information technology and furniture and equipment having limited useful lives are systematically depreciated over their useful lives to the Corporation in a manner which reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

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

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

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

Repairs and maintenance

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

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

	2021	2020
	No.	No.
Note 7 People and relationships		
7.1 Corporation and key management remuneration		
(a) Related Parties (board representatives)		
City of Greater Bendigo	2	2
Macedon Ranges Shire Council	2	3
Mount Alexander Shire Council	3	2
Loddon Shire Council	3	2
 Subsidiaries and Associates		
Nil		
 (b) Key Management Personnel		
Details of persons holding the position of board member or other members of key management personnel at any time during the year are:		
Board Members		
Sarah Noel - Macedon Ranges Shire Council	1	1
Cr Bill West - Macedon Ranges Shire Council	1	1
Phil Pinyon - Loddon Shire Council	1	1
Cr Dan Staub - Loddon Shire Council (November 6 2020 to 30 June 2021)	1	-
Cr Cheryl McKinnon - Loddon Shire Council (From 1 July 2020 to 6 November 2020)	1	1
Vicky Mason - City of Greater Bendigo	1	1
Cr Rod Fyffe - City of Greater Bendigo	1	1
Lisa Knight - Mount Alexander Shire Council	1	1
Cr Rosie Annear - Mount Alexander Shire Council (6 November 2020 to 30 June 2021)	1	-
Cr Bronwen Machin - Mount Alexander Shire Council (From 1 July to 6 November 2020)	1	1
Mark Hands (Chief Executive Officer)	1	1
 Total Number of board members	10	9
Total of Chief Executive Officer and other Key Management Personnel	1	1
Total Number of Key Management Personnel	11	10
 (c) Remuneration of Key Management Personnel	2021	2020
	\$	\$
Total remuneration of key management personnel was as follows:		
Short-term benefits	145,049	139,577
Long-term benefits	3,626	3,489
Post employment benefits	13,780	13,260
Total	162,455	156,326

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

Note 7 People and relationships (cont'd)

7.1 Corporation and key management remuneration

The numbers of key management personnel whose total remuneration from the Corporation and any related entities, fall within the following bands:

	2021	2020
	No.	No.
\$0-\$9,999	10	9
\$150,000 - \$159,999	-	1
\$160,000 - \$169,999	1	-
	<u>11</u>	<u>10</u>

(d) Senior Officer Remuneration

A Senior Officer is an officer of the Corporation, other than Key Management Personnel, who:

- a) has management responsibilities and reports directly to the Chief Executive; or
- b) whose total annual remuneration exceeds \$151,000

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

	2021	2020
	No.	No.
Income Range:		
\$20,000 - \$29,999	-	1
\$40,000 - \$49,999	1	-
\$60,000 - \$69,999		3
\$70,000 - \$79,999	2	1
\$80,000 - \$89,999	1	-
\$90,000 - \$99,999	1	-
\$100,000 - \$109,999	2	2
	<u>7</u>	<u>7</u>

Total Remuneration for the reporting year for Senior Officers included above, amounted to:

\$ 619,470	\$ 503,942
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North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

	2021	2020
	\$	\$
7.2 Related party disclosure		
(a) Transactions with related parties		
During the period the Corporation entered into the following transactions with related parties.		
Income		
Council contribution received from City of Greater Bendigo	3,190,543	3,123,331
Council contribution received from Macedon Ranges Shire Council	1,357,875	1,331,560
Council contribution received from Mount Alexander Shire Council	536,518	527,011
Council contribution received from Loddon Shire Council	206,563	206,313
Reimbursement for running the Bendigo Regional Archive Centre (BRAC)	91,710	91,710
Grant - Get Moving Funding KFlat Library CoGB	1,636	-
Grant - Storytime Easter Festival - CoGB	2,452	-
Grant - Carer's - CoGB	15,594	-
Grant - Grants Out - CoGB	9,383	-
Grant - Kflat Library Exercise for Older Adults - CoGB	1,636	-
Hire of rooms at the Bendigo Library received from City of Greater Bendigo	-	3,160
Grant for 1.6 Billion Ways to be a Muslim received from CoGB	-	10,000
Grant for multicultural Libraries received from CoGB	-	8,564
	<u>5,413,910</u>	<u>5,301,649</u>
Expenses		
Financial Services paid to City of Greater Bendigo	79,301	77,707
Purchase of catalogues from City of Greater Bendigo		105
Purchase of Dishwashers Kflat Library - CoGB	2,345	-
Hire of the Capital Theatre, paid to City of Greater Bendigo	-	3,722
Rent and outgoings of Headquarters at Bendigo Library paid to City of Greater Bendigo	41,626	34,666
Suicide Prevention Forum paid to Loddon Shire	-	227
Flu Vaccinations paid to Macedon Ranges Shire Council	-	146
	<u>123,272</u>	<u>116,573</u>

(b) Outstanding balances with related parties

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

(c) Loans to/from related parties

There are no loans in existence at balance date which have been made, guaranteed or secured by the Corporation to a related party.

(d) Commitments to/from related parties

There are no commitments in existence at balance date which have been made, guaranteed or secured by the Corporation to a related party.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

Note 8 Managing uncertainties

8.1 Contingent assets and liabilities

(a) Contingent liabilities

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

(b) Superannuation

The Corporation has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined in Note 9.3. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

8.2 Change in accounting standards

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2021 reporting period. The Corporation assesses the impact of these new standards. As at 30 June 2021 there were no new accounting standards or interpretations issued by the AASB which are applicable for the year ending 30 June 2022 that are expected to impact the Corporation.

8.3 Financial instruments

(a) Objectives and policies

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

(b) Market risk

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

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

8.3 Financial instruments (cont'd)

Interest rate risk

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

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

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

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

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

(c) Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause the Corporation to make a financial loss. The Corporation has exposure to credit risk on some financial assets included in the balance sheet. To help manage this risk the Corporation only invests surplus funds with financial institutions which have a recognised credit rating specified in the Corporation's investment policy.

Receivables are predominately other Local Government entities (Member Councils). Credit risk associated with the Corporation's financial assets is minimal because the primary debtor are the Victorian Government and other Member Councils. Apart from the Victorian Government and Member Councils the Corporation does not have any significant credit risk exposure to a single customer or groups of customers.

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

8.3 Financial instruments (cont'd)

(d) Liquidity risk

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

To help reduce these risks the Corporation:

- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid investments; and
- monitor budget to actual performance on a regular basis.

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

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

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

(e) Sensitivity disclosure analysis

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

- A parallel shift of + 1% and -1% in market interest rates (AUD) from year-end rates of 0.26%.

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

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

8.4 Fair value measurement

Fair value hierarchy

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

Impairment of assets

At each reporting date, the Corporation reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

8.5 Events occurring after balance date

The state of Victoria was placed into a lockdown due to Covid-19 outbreak on the 23rd of August 2021. This has resulted in the closure of all libraries and the change to an online service model with click and collect offered during this time. This closure does not alter the information provided within these financial statements and accompanying notes. The Corporation will continue to monitor the non-financial and financial impacts of Covid-19 on its operations.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

Note 9 Other matters

9.1 Reserves

2021

Discretionary Reserves

	Balance at beginning of reporting period \$	Increment (decrement) \$	Balance at end of reporting period \$
Plant replacement	372,918	(200,000)	172,918
Local history bequest	403,138	1,565	404,703
Defined benefits	400,000	50,000	450,000
Art book bequest	82,507	317	82,824
Total Discretionary Reserves	1,258,563	(148,118)	1,110,445

2020

Discretionary Reserves

Plant replacement	417,918	(45,000)	372,918
Local history bequest	397,262	5,876	403,138
Defined benefits	350,000	50,000	400,000
Art book bequest	81,425	1,082	82,507
Total Discretionary Reserves	1,246,605	11,958	1,258,563

Discretionary reserves

Plant Replacement Reserve

This reserve was established for future vehicle purchases and will be reviewed in 2020/2021 to be split into two

Local History Bequest Reserve

This reserve was established when the Corporation received a Bequest to be spent on Local History.

Defined Benefits Reserve

This reserve is used to assist with the funding of any call that may be made on the Corporation as a result of shortfall in the Local Authorities Superannuation Fund Defined Benefits Plan.

Art Book Bequest Reserve

This reserve was established when the Corporation received a Bequest to be spent on Art Books.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

	2021	2020
	\$	\$
9.2 Reconciliation of cash flows from operating activities to surplus/(deficit)		
Surplus/(deficit) for the year	270,620	202,477
Depreciation and Amortisation	1,025,738	1,148,147
- Amortisation of intangibles	606	6,592
- Non-Monetary contributions	(2,195)	-
<i>Change in assets and liabilities:</i>		
Decrease in trade and other receivables	(19,727)	10,200
(Increase)/decrease in other assets	(4,192)	21,144
Increase/(decrease) in trade and other payables	(244,479)	154,435
Decrease in Lease liability	(20,392)	(19,707)
Increase/(decrease) in trust funds and deposits	246	(1,573)
Increase/(decrease) in provisions	41,130	38,856
Net cash provided by/(used in) operating activities	1,047,355	1,560,571

9.3 Superannuation

The Corporation makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). The Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. The Defined Benefit category provides lump sum benefits based on years of service and final average salary. Obligations for contributions to the Fund are recognised as an expense in Comprehensive Operating Statement when they are made or due.

Accumulation

The Fund's accumulation category, Vision MySuper/Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings. For the year ended 30 June 2021, this was 9.5% (9.5% in 2019/20) as required under Superannuation Guarantee legislation.

Defined Benefit

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

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

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

9.3 Superannuation (cont'd)

Funding arrangements

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

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

The vested benefit index (VBI) of the Defined Benefit category of which The Corporation is a contributing employer was 104.6% . The financial assumptions used to calculate the VBIs were:

Net investment returns	5.6% pa
Salary information	2.5% pa for two years and 2.75% pa thereafter
Price inflation (CPI)	2.0% pa.

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

Vision Super has advised that the estimated VBI at quarter 4, June 2021 was 109.7%. The financial assumptions used to calculate this VBI were:

Net investment returns	4.8%pa
Salary information	2.75% pa
Price inflation (CPI)	2.25%pa

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2020 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer contributions

Regular contributions

On the basis of the results of the 2020 triennial actuarial investigation conducted by the Fund Actuary, The Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2021, this rate was 9.5% of members' salaries (9.5% in 2019/2020). This rate is expected to increase in line with any increases in the SG contribution rate and was reviewed as part of the 30 June 2020 triennial valuation.

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

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

9.3 Superannuation (cont'd)

Funding calls

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

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

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

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

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

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

The 2020 triennial actuarial investigation surplus amounts

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

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

	2020	2019
	(Triennial)	(Interim)
	\$m	\$m
- A VBI Surplus	100.0	151.3
- A total service liability surplus	200.0	233.4
- A discounted accrued benefits surplus	217.8	256.7

The VBI surplus means that the market value of the fund's assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited on 30 June 2020.

North Central Goldfields Regional Library Corporation
Notes to the Financial Report for the year ended 30 June 2021

9.3 Superannuation (cont'd)

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2020.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2020.

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

The 2021 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2021 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2021.

Superannuation contributions

Contributions by the Corporation (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2021 are detailed below:

Scheme	Type of Scheme	Rate	2021	2020
Vision super	Defined benefit	9.50%	19,597	24,166
Vision super	Accumulation fund	9.50%	381,653	355,609

[In addition to the above contributions, the Corporation has paid unfunded liability payments to Vision Super totalling \$0 (2019/20 \$0).

There were \$0 contributions outstanding and no loans issued from or to the above schemes as at 30 June 2021.

The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2022 is \$21,346.





FIRE SAFETY DOOR
DO NOT OBSTRUCT
DO NOT KEEP OPEN



READING ROOM



BRANCHES

BENDIGO

251-259 Hargreaves Street
p: 5449 2700

.....

CASTLEMAINE

212 Barker Street
p: 5472 1458

.....

EAGLEHAWK

Eaglehawk Mechanics Institute
1 Sailors Gully Road
p: 5446 7577

.....

GISBORNE

8 Hamilton Street
p: 5428 3962

.....

HEATHCOTE

125 High Street
p: 5433 3734

.....

KANGAROO FLAT

23 Lockwood Road
p: 5447 8344

.....

KYNETON

3 Baynton Street
p: 5422 1365

.....

ROMSEY

98 Main Street
p: 5429 3086

.....

WOODEND

Cnr High & Forest Streets
p: 5427 2074

.....

AGENCIES

AXEDALE

Axedale Public Hall
94 McIvor Road

.....

BOORT

Boort Resource and
Information Centre
119-121 Godfrey Street

.....

DINGEE

Dingee Railway Station
Bendigo-Pyramid Road

.....

ELMORE

Elmore Athenaeum Hall
62 Michie Street

.....

INGLEWOOD

Inglewood Community
Neighbourhood House
Inglewood Town Hall Hub
20 Verdon Street

.....

PYRAMID HILL

Pyramid Hill Neighbourhood House
Unit 5-8/43 Kelly Street

.....

TARNAGULLA

Tarnagulla Community Centre
8 Sandy Creek Lane

.....

WEDDERBURN

Wedderburn Community Centre
24 Wilson Street

.....

Thank you to our valued members, visitors and partners for supporting Goldfields Library Corporation this year.

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