



Goldfields  
Library  
Corporation

# ANNUAL REPORT 2018/19



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



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

**Administration Hub:**

251-259 Hargreaves Street  
Bendigo, Victoria, 3550

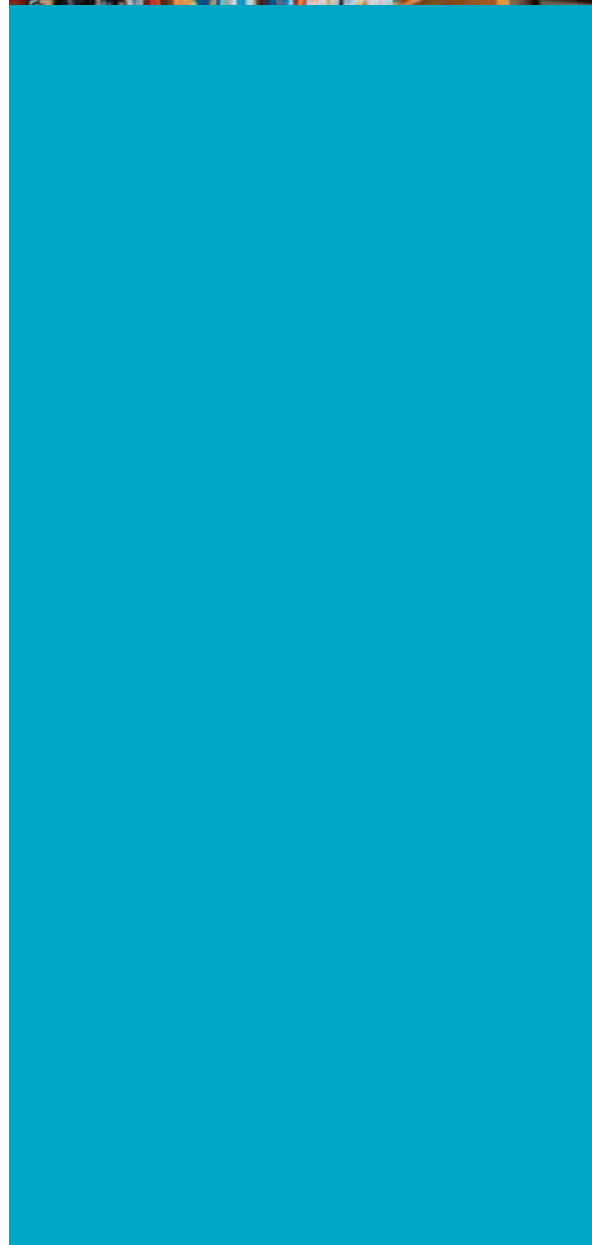
PO Box 887, Bendigo, 3552

Phone (03) 5449 2700

[www.ncgrl.vic.gov.au](http://www.ncgrl.vic.gov.au)

Copies of this report are available at the Corporation's Administration Hub. It can also be accessed electronically at [www.ncgrl.vic.gov.au](http://www.ncgrl.vic.gov.au)

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# Message from our Chair & CEO

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On behalf of the Goldfields Library Corporation, we are delighted to present the 2018/19 Annual Report.

This year has focussed on the theme of inclusion in our libraries, with the aim of ensuring our communities all feel welcome and help guide what happens in our libraries. A local patron described the library as “the community’s living room” and we couldn’t agree more – we invest in our libraries as a way to invest in our communities and we want every person to know they are welcome to come and relax, take a break and avail themselves of the numerous services that are now provided at your local library.

You never know what you might see at the local library. This year has seen live alpacas, chickens hatching literally on the bookshelves and the introduction of free online music and movie streaming services.

High quality, free Wi-Fi service is also available and you don’t have to be a library member to use it. These days not everyone wants to be a card holding member and that’s fine. Our aim is, and always will be, the inclusion of all members of our community, signed up library members or not.

This report is a fantastic opportunity to tell the story of our libraries and the communities we operate within. When it comes to usage and activity statistics, our library service is one of the top 10 performers from 46 services in the state, and in terms of value for investment is amongst the the top five services in the state.

Our libraries are so much more than statistics though, and the true pleasure in developing this report is in being able to share just a fraction of the very human stories that occur every day in our libraries.

This year has seen the undertaking of a state-wide initiative that aimed to capture the individual stories of how libraries have changed lives. The work was a resounding success, with tens of thousands of patrons across the state writing short notes about the importance and impact of libraries on their lives.

We would like to thank the Board for their vision, support and absolute belief that libraries truly do change lives. We would also like to express our gratitude to our member councils for their support and significant investment in public libraries which has enabled us to continue to offer the high standard of service provision to our communities. This investment is a reflection of the esteem our Councils have for the communities they serve and lead.

We would also like to thank our outgoing Collections Manager, Pam Sheean who has worked at Goldfields Libraries for 40 years and is retiring at the end of this year. Pam’s energy, enthusiasm and positive attitude have resulted in the development of a dynamic collection that is one of the most highly used in the state. Pam leaves having achieved great success and we wish her well in her future endeavours. We don’t think retirement will be a quiet affair for Pam!

Finally, the impressive success of the Goldfields Library Corporation is a reflection of the people that live within its area: staff, visitors, volunteers, supporters and stakeholders. We thank each and every one of you for your dedication and passion for our libraries.

Libraries really do change lives. We’ll see you there soon.



**Cr Cheryl McKinnon**  
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 km<sup>2</sup>. With around 90 staff, the service provides for a community of 192,000 people and has a collection of more than 280,000 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 out 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

Contemporary libraries are dynamic environments connecting people with ideas, learning opportunities, creativity and recreation. Perhaps most importantly, they connect people with each other.

Our libraries are progressive, community focussed and have a strategic evidenced-based approach to service delivery and program development. We collaborate with our member councils and with external stakeholders to provide a diverse range of opportunities for the whole community.

Our member councils invest significantly in library services in our region. We work in partnership with them to ensure our contemporary library service delivers a range of spaces, resources and activities aimed at aligning with our combined strategic objectives.

The new world of 'information plenty' creates new essential skills, such as the ability to gain value from information and produce new knowledge. Digital literacy skills are important in ensuring participation in our society. Economic, educational, civic and social opportunities are tied to new sets of knowledge and skills that barely existed a generation ago.

Libraries are at the centre of change, as trusted community resources and an essential platform for accessible learning, creativity and innovation in the community. Public libraries have the capability to support communities and individuals with these changes by providing access and connecting knowledge.

Libraries are a free universal service available to all community members. Libraries provide inclusive, accessible and welcoming spaces for all people to learn, create, socialise and to share ideas and resources. They play an important role in building social capital, supporting economic prosperity and employment, enhancing community and individual wellbeing and the liveability of our regions and towns. With extensive collections, computers and wireless internet access, community spaces and innovative programming, our libraries foster a culture of reading, creativity and learning for all.

## Our Key Focus Areas

Our Libraries are highly utilised and valued by the community. The key areas through which we deliver services include:

- Collections
- Programs
- Technology
- Spaces
- Partnerships & Engagement
- Our People
- Good Governance



# Our communities

Goldfields Libraries oversees nine library branches and eight agency services across the region. Each library service is reflective of and responsive to the unique interests and needs of the diverse communities across the region. We continue to explore unique and cost-effective ways to deliver high levels of service across our region, which reflect the requirements of contemporary library services. We continue to plan for future service and infrastructure needs in areas of growth and in rural or more remote regions, as well as the maintenance of existing high-quality services and facilities.

With a growing commitment to the concept of community hubs, understanding future library service needs is important. Libraries can often be key tenants and generators of significant community activity and engagement as part of community hub spaces and can assist in delivering on multiple Council and regional priorities.

As noted in People Places, the nationally recognised standard for public library development, “Every community is unique, and for local government, the development of any type of public building must relate closely to the local community’s needs, demands and aspirations. For public libraries, the greatest emphasis remains on the services and collections provided and how it meets the needs of the surrounding community. The building itself may reflect one of several service models through which a library service can be delivered. Service models include specialised services for housebound, joint developments with other activities and increasingly, library websites and home access services. The library service needs to fit into the bigger picture of what is happening in the community and how the many opportunities available can be harnessed to add value.”<sup>1</sup>

	City of Greater Bendigo	Macedon Ranges Shire	Mount Alexander Shire	Loddon Shire
<b>Population</b>	118,000	49,400	18,000	7,500
<b>Geographic area</b>	3,000 km <sup>2</sup>	1,747 km <sup>2</sup>	1,529 km <sup>2</sup>	6,694 km <sup>2</sup>
<b>Libraries</b>	<b>4 branches</b> (Bendigo, Eaglehawk, Heathcote & Kangaroo Flat)  <b>2 agencies</b> (Axdale & Elmore)	<b>4 branches</b> (Gisborne, Kyneton, Romsey & Woodend)	<b>1 branch</b> (Castlemaine)	<b>6 agencies</b> (Boort, Dingee, Inglewood, Pyramid Hill, Tarnagulla & Wedderburn)
<b>SEIFA Ranking (relative disadvantage)<sup>2</sup></b>	981 (towards disadvantage)	1060 (relative advantage)	995 (lower than Victorian average)	942 (relative disadvantage)
<b>Active library Memberships per capita<sup>3</sup></b>	14%	18%	27%	7%
<b>Key demographics</b>	Third largest urban area in Victoria  Population growing  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

<sup>1</sup> State Library of New South Wales. (2012) People Places: A guide for Public Library Buildings in New South Wales.

<sup>2</sup> SEIFA: Socio-Economic Indexes for Areas, an Australian Bureau of Statistics product used to rank areas in Australia according to relative socio-economic advantage and disadvantage, based on five yearly Census data.

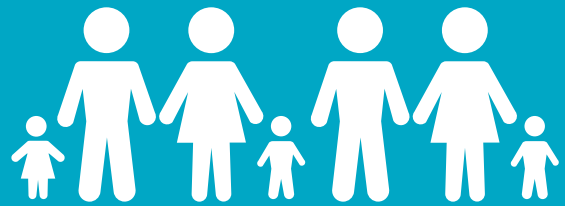
<sup>3</sup> Active Library Members are those who have used their library card to borrow a physical item in the past 12 months. There are significantly more members who borrow online or who use library spaces and programs without borrowing.





**4**

**member councils**



community of  
**192,000**



**17 libraries**

9 library branches, 8 library agencies



**12,979m<sup>2</sup>**  
service delivery area

**1,403,515**  
visits



**69,507**  
members



**1,652,414**  
loans



**24%**  
increase in program  
attendance



**78,702**  
internet PC sessions



# Usage overview by location

Visitation levels at branches remained similar to previous years at most branches. Significant increases in visitation were noted at Gisborne, where a beautifully renovated library space was opened for community as well as Boort where, again, an extension and renovation provided a new and larger space for community. Castlemaine Library was also strongly supported by community with increased membership and visitation reaching record levels of around 3,500 people per opening week.

Physical loan levels varied across branches with some experiencing significant drops in usage whilst others experienced slight increases. A diminishing use of the physical collection is a common trend nationally and we will continue to manage collection mix and promote a variety of formats as community needs change.

Public PC usage and Wi-Fi usage continues to increase across many sites as we upgrade internet connections to generally provide the fastest and most reliable free internet access in our communities.

Program attendance increased significantly as we implemented new social media initiatives and focussed on engaging community and partners in delivering a diverse program schedule.

Library	Members	Visits	Loans	Internet PC sessions	Wi-Fi	Program Attendance	Programs
Website	-	299,701	587,929	-	-	-	-
Bendigo	34,191	531,468	387,084	38,878	50,829	23,516	610
Castlemaine	9,204	173,764	185,949	12,364	13,369	7,631	608
Eaglehawk	478	12,857	24,990	913	1,288	1,917	155
Gisborne	6,447	72,118	109,278	5,249	6,552	4,944	230
Heathcote	810	21,053	14,539	376	186	575	83
Kangaroo Flat	4,227	73,157	114,503	5,565	3,085	9,215	243
Kyneton	5,154	72,078	85,338	7,313	5,699	4,427	304
Library Agencies/ Home Library Service	2,220	30,552	26,487	-	-	2,527	149
Romsey	2,593	22,808	35,744	4,096	2,307	2,742	124
Woodend	4,183	82,430	80,573	3,948	2,852	8,918	361
External Program Participation	-	11,529	-	-	-	-	-
<b>Total Usage</b>	<b>69,507</b>	<b>1,403,515</b>	<b>1,652,414</b>	<b>78,702</b>	<b>86,167</b>	<b>66,412</b>	<b>2,867</b>

# Three year overview

Indicator	2016/17	2017/18	2018/19	% change since last year	% change over last 3 years
Population - regional (ABS ERP)	177,153	188,731	192,460	2%	9%
Library opening hours weekly	335.5	356	356	0%	6%
Agency opening hours weekly	110	126.5	128.5	0%	17%
Library floor space* (m <sup>2</sup> )	5,846	5,846	5,936	2%	2%
Staff EFT	51.6	50	49.9	1%	-3%
Collection items	296,921**	288,302	286,407	-1%	-4%
Public access internet computers	116	126	128	2%	10%
<b>Activity</b>					
Visits	1,462,286	1,435,881	1,403,515	-2%	-4%
Members	68,019	67,818	69,507	2%	2%
Collection utilisation	1,776,767	1,733,874	1,652,414	2%	-7%
Computer bookings	77,140	77,885	78,702	1%	2%
Wireless internet access	53,167	82,361	86,167	5%	62%
Program attendance	51,766	53,425	66,412	24%	28%
Number of programs	2,338	2,817	2,867	2%	23%
<b>Expenditure</b>					
Total operating expenditure	\$4,986,291	\$4,968,764	\$5,207,618	5%	4%
Total capital expenditure	\$1,061,994	\$1,092,264	\$845,755	-23%	-20%
Capital expenditure on collections	\$912,315	\$855,259	\$733,051	-14%	-20%
Total collections expenditure	\$1,316,741	\$1,337,311	\$1,169,293	-13%	-11%
Total expenditure (excludes depreciation)	\$6,048,285	\$6,061,028	\$6,053,373	0%	0%
<b>Cost of Service</b>					
Cost per loan	\$3.40	\$3.50	\$3.66	3%	2%
Cost per visit	\$4.14	\$4.22	\$4.31	2%	1%
<b>Activity per Capita</b>					
Loans per capita	10.0	9.2	8.6	-7%	-14%
Visits per capita	8.3	7.6	7.3	-4%	-12%
<b>Activity per Staff Member</b>					
Loans per EFT staff member	34,433	34,936	33,115	-5%	-4%
Visits per EFT staff member	28,339	28,932	28,101	-3%	-1%
<b>Activity per Opening Hour</b>					
Loans per operating hour*	102	94	89	-8%	-3%
Visits per operating hour*	84	78	76	-7%	-2%

\*Excludes Agencies

\*\*Corrected from 2016-2017 Annual Report



Increases in many areas of the service including Wi-Fi, public computers and program attendance reflects the changing ways in which libraries are used by their community.

Visitation levels appear stable, varying by around 2-4 percent over the last five years. This in effect represents a decrease in visitation per capita as our population grows. A key trend here appears to be linked to the redevelopment of library spaces. The redevelopment of spaces that incorporate more seating, lounges, work areas and other facilities linked to people staying, and being able to relax or work in our libraries has generally resulted in increased visitation.

In response to community use, physical collection size continues to slowly diminish as we implement collection management systems to ensure our collection is distributed to the right community in a timely fashion.

We remain a service that provides excellent value for investment with a cost per loan of \$3.66 and cost per visit of \$4.31, which places the Corporation in the top 10 percent of services in Victoria.



# Libraries Change Lives

Today's libraries look different, do things differently and are evolving with their communities. Beyond their traditional role of housing collections, libraries are uniquely placed to deliver free and vital services to all Victorians, regardless of background or postcode.

'Libraries Change Lives' aims to start a conversation about the value and impact of Victoria's public libraries and the role they play in healthy communities. It aims to build community support and attract additional state government funding for the state's 272 public libraries.

With more than 30 million visits each year, public libraries provide lifelong learning opportunities, access to technology and provide safe community spaces. More than 2.2 million Victorians are library members, nearly one in three participated in a library program last year, and more than five million Wi-Fi and computer sessions were recorded across the state.

With demand for library services outpacing population growth, we need to ensure libraries are equipped to support increased patronage. Victorians want bigger spaces, longer opening hours and more training and social programs. Libraries will not be able to meet this demand without greater investment in operational costs, infrastructure and specialist programs.

Throughout the year we asked our communities why libraries change lives, and why library funding matters and the responses have been overwhelmingly positive.

Public libraries are worth investing in. The investment will change lives, our communities and our economy.





**30  
million**  
visits each year



I started my  
own business  
at the library

Victorian public libraries  
change lives by offering  
communities a place to  
learn, create and belong.  
Support your local library.  
[LibrariesChangeLives.org.au](http://LibrariesChangeLives.org.au)

Libraries  
Change Lives



When every dollar  
spent on a public  
library delivers  
more than four  
times its value

Libraries  
Change Lives



**272**

Victorian public libraries



# Collections

## Highlights:

- **55 % increase in eAudio loans**
- **29% increase in eBook and eMagazine loans**
- **1,652,414 items loaned**
- **30,500 new items added**
- **77 new early years readers sets added**
- **89,573 minutes of movies, documentaries and TV series viewed**

In an era of fake news, our role in providing access to information is more important than ever. In an environment in which finding reliable sources of information can be difficult, providing access to trusted, reliable and quality information resources is a vital role for libraries.

## Responsive and accessible collections

Our libraries offer a wide range of physical and digital items, fiction and non-fiction books, magazines, newspapers, DVDs and audio to support our community with reading, literacy, learning, information and leisure. We encourage our community to help us build relevant collections by making suggestions on what to purchase and encouraging local content.

The library collection was refreshed with over 30,500 new physical and digital items added throughout the year.

This year, use of physical collection decreased by around 7 percent to 1,254,553 loans. Use of the eCollection increased by around 3 percent with 397,861 digital items being accessed, downloaded or streamed. The demand for our eCollections, in particular, eBooks, eAudiobooks and eMagazines continued to grow.

This year saw the introduction of Kanopy, a high-quality movie and TV series streaming service. This platform features thousands of films available for streaming or downloading including documentaries and TV series. Over the initial 6-month period, 2,213 videos were played.

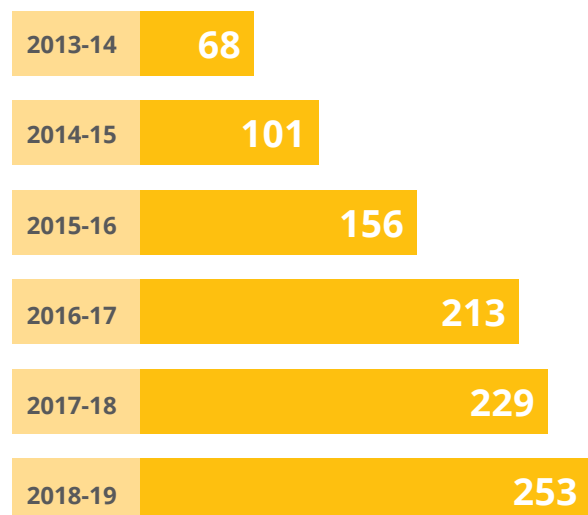
Patrons are also able to place requests themselves from home, through our website. This request service has been increasingly utilised as our community moves online, with around 3,000 requests being made last year. Approximately 80 percent of these requests were able to be filled.

## A commitment to our youngest readers

As a part of our commitment to early years literacy, we introduced an extensive range of new early reader sets including decodable, Indigenous-themed and phonic readers. We anticipate that the sets will be enthusiastically embraced by both parents and teachers as a means of supplementing reading experiences for school children in the early developmental phases of reading.

In addition, we received a generous donation from BOLD (Building Opportunities for those who Learn Differently) of children's dyslexia-friendly storybooks; these are specially designed to help children with dyslexia to enjoy reading. With the new purchases and the donation, over 75 new sets were added to the collection.

## Average number of requests per month





## Welcoming all cultures in our collection

In partnership with the City of Greater Bendigo, we have worked to develop a more inclusive and responsive approach to the needs of multicultural groups in the community. This involved consulting with multicultural communities and agencies to support the implementation of improved access to multicultural collections. Ten Community Champions were recruited from the Karen, Afghan, South Sudanese, North Indian, South Indian, Sri Lankan, Tamil speaking, Spanish speaking, and Chinese communities.

We have worked with our champions to improve the collection, particularly for children, through the purchase of additional sets of dual-language picture books and the introduction of online children's stories in multiple languages.

## Diverse eLibrary collections

Our eLibrary provides access to a broad range of free services that deliver information and entertainment in a range of digital formats including eBooks, eAudio, video tutorials, family history databases and movie and music streaming services. Video tutorial training through LinkedIn Learning grew in popularity with more than 1500 views per month. Using this service, patrons can gain specific skills through video-based training on topics ranging from accounting to digital photography and photo editing.

We also provided a range of initiatives to support the reading and digital literacy needs of younger library members. The 'Busy Things' language and literacy platform targets maths, literacy and phonics skills, via creative work with colours, shapes and sounds, engaging users in fun and exciting games. Usage of Busy Things had an average usage of 8,000 plays per month in the past year.

eLibrary by section / area	2017/18 usage	2018/19 usage	% change
eBooks and eMagazines	61,558	79,916	+29%
eAudio and streaming	70,452	109,134	+55%
eLearning	185,732	160,253	-13%
Databases	64,010	48,558	-24%
<b>Total combined usage</b>	<b>381,752</b>	<b>397,861</b>	<b>+4%</b>



## Collection in the right place for the right borrower

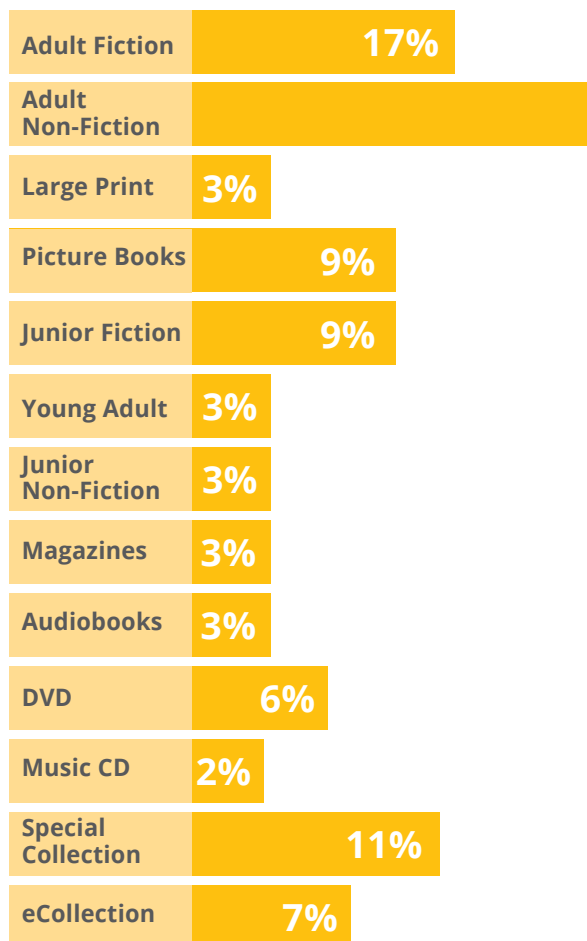
We utilise sophisticated collection management tools that monitor collection usage at individual libraries and recommend title transfers to ensure the best utilisation, and to help generate additional circulation. Although the collection is distributed and shared across 17 sites, our distribution network provides a collective advantage for all our communities in being able to access items from across our region. This means that the collections we offer do not sit on shelves and are constantly being moved and delivered to the patrons who want them.

Inter-library loans, accessed via Library Link Victoria, provide library members with a single point of access for searching the catalogues of all public libraries in Victoria. Requested items are delivered directly to their local library for pick up.

Our library members borrowed 2,277 inter-library collection items from other library services, and we loaned 1,515 items to other libraries from our collection.

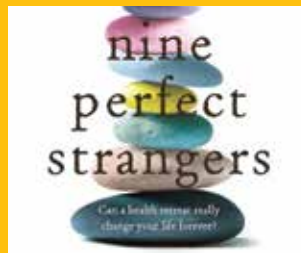


## Collection size by type



**Total 286,407**

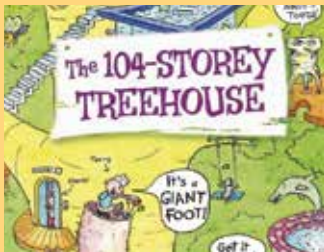
# most popular titles



Adult Fiction  
Liane Moriarty  
*Nine Perfect Strangers*



Adult Non-Fiction  
Scott Pape  
*The Barefoot Investor*



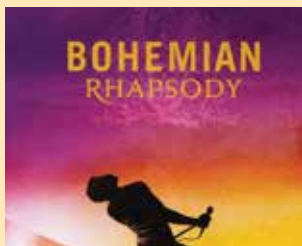
Junior  
Andy Griffiths  
*The 104-Storey Treehouse*



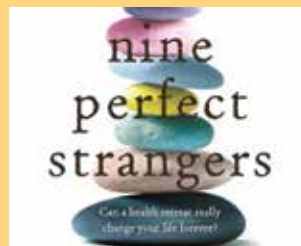
DVD Adult  
*Crazy Rich Asians*



DVD Junior  
*Finding Dory*



Music  
*Bohemian Rhapsody: The Original Soundtrack*



eBook  
Liane Moriarty  
*Nine Perfect Strangers*



eAudio  
Michelle Obama  
*Becoming*

# most popular subjects



food & cooking

health & wellbeing



crafts



# Programs

## Highlights:

- **2,867 programs, events or outreach activities were offered with 66,412 attendees**
- **Over 1000 Storytime sessions were held, with more than 20,000 children attending**
- **543 adult programs or events attracted 16,500 participants**
- **Our slime making workshops for children booked out within 3 minutes of being advertised!**



People learn in different ways. Some might find learning from books is best, some like the hands-on or face to face learning opportunities that an event or program offers. As a library service, we recognise the need to deliver information, entertainment and learning opportunities in this variety of ways. Whether it's an author talk with international crime author Anne Cleeves, making slime or building robots, library programs continued to evolve as a key service area for Goldfields Libraries with significant impacts for our communities in the important areas of early literacy, lifelong learning, computer skills and social inclusion.

Program planning occurs quarterly, and each seasonal program is packed full of engaging and stimulating events and activities informed by our key strategic program themes. Partnerships and grant opportunities play an important role in increasing our capacity and connecting us to communities.

Our programming is dynamic and reflects the informational needs and interests of our diverse community. Areas of priority during 2018/19 have included early literacy, STEM, digital literacy and wellbeing programs for seniors, and programs which promote inclusivity and knowledge of our multicultural and Aboriginal communities.

Programs come in many formats and are delivered in various ways, including many by our increasingly skilled and committed staff. Whether it be a storytime session, an online learning workshop, an author or speaker event, performers, or a special event we strive to have something for everyone and to be a place for all to belong.

## A Focus on the early years

Building literacy from birth is a fundamental commitment of our library service and Baby Rhyme Time, Toddler Time and Storytime are the foundation of our early years' programming. Some 30 sessions across 14 sites are delivered each week of school terms, encouraging both parents and children to embrace language, literature and learning.

In addition, library staff took stories out into the community, storytelling at family fun days and events including the Bendigo Easter Festival, Castlemaine State Festival and Kangaroo Flat Family Fun Day. We visited playgroups, childcare centres and pre-schools and they visited us as we celebrated Children's Week and National Simultaneous Storytime.

Literacy doesn't stop with a love of reading. Little Bang Discovery Club, a five-week science-engagement program for pre-schoolers took place at many of our branches throughout the year.





## School years

School holiday programs for children aged 5-12 years ran at most libraries each term break.

We held workshops, hosted authors and performers, screened movies and provided fun and interactive activities. Big hits for the year included *The Dreamer* by Dream Puppets, *Wildlife Gone Walkabout*, Lego building, Minecraft labs, bookmaking as well as the ever-popular slime making workshops.

The Summer Reading Club took place over the long summer break with 500 children taking on the challenge to read 10 books or more. This year, thanks to Bendigo Communities for Children, we were able to provide the added incentive of a free book for all who registered.

Schools are regularly welcomed into our spaces with Children's Book Week being a highlight. Hundreds of children enjoyed Carp Productions' Book Week Show and musical act, *The Blurbs*.

We love getting creative with our older children's programming, with activities such as 'Talk Like a Pirate Day' at Bendigo, author talks from Australian Children's Laureate, Leigh Hobbs at Woodend and a 'Library Lock In' for teenagers at Castlemaine.

STEM (Science, Technology, Engineering and Math) took on a life of its own with popular after-school series' being held for robotics, coding and computer building around the region. Gisborne and Bendigo offered STEM Fairs for children to experiment and explore, Minecraft Labs took place, and complex structures were built with our wooden plank kits. Kangaroo Flat Library coordinated a travelling chicken incubation program which engaged both young and old.

One of our latest initiatives has been the introduction of computer building 'Kano' kits, allowing children to build and program a computer. Throughout the year, a series of targeted programs have proven how easy they are to use. They were a big hit with children and a fun way to teach coding and promote STEM ideas.



## Digital literacy and emerging technologies

A priority has been bridging the digital divide for seniors living in our region in order to help them manage their everyday lives and connect with others.

Externally funded programs such as Tech Savvy Seniors and Social Seniors provide the opportunity to build skills and confidence in using the internet, email and social media, along with management of tablets and smartphones.

Online Learning Workshops are facilitated by library staff and cover topics such as Ancestry, eLibrary Resources, Facebook, Online Courses and Training, and Digitally Restoring Photographs.

Consumer Affairs Victoria provided Scam Savvy sessions about staying safe online, and Stef Cola from Doodson Tuna presented 'Digital Legacy: online life after death'.

All libraries offer one-on-one IT help on an appointment basis, with demand often exceeding capacity.

For the first time, a Robotics for Adults session was offered with the program fully booked and positive feedback paving the way for more.

## Reading culture

Encouraging and supporting a love of reading underpins many of our programs, and is reflected in reader development events and a large visiting author schedule.

We have close links with many Australian publishers as well as a host of talented authors living in our region, enabling us to showcase a broad range of books and authors. We hosted some 30 authors, often at multiple locations and across diverse genres. Authors included acclaimed British crime writer Ann Cleeves (Vera and Shetland mystery series), travel writer Tim Richards, Nicole Hurley-Moore (Lawson's Bend), Dr Lucas Jordan (Stealth Raiders), and Ann Blainey (Charles Kingsford Smith: King of the Air).

We participated in national reading campaigns including Library Lovers Day, and the Australian Reading Hour with a Community Reading Party at Eaglehawk Library and a Silent Reading Party at The Taproom in Castlemaine.

Library staff ran workshops to encourage the use of our large online eBook collection, opening possibilities for people to use their digital devices as another library.

## Family and local history

With the development of online databases, there is an increasing interest in family history research.

Online Learning Workshops introducing Ancestry.com and Trove are consistently popular, as are the Family History Detective sessions run at Castlemaine Library. Speakers and workshops around family research featured during National Family History month at Bendigo, Castlemaine and Gisborne Libraries.

Our historic region attracts plenty of interest in local history, both from our local communities and those who have links to our region. We worked with a series of key partners to deliver popular programs such as the Discovering History Seminars, Chronicles and Curiosities of Old Castlemaine, Built to Last and Researching the Rock, a program on the history and mystery of Hanging Rock.



## Wellbeing and creativity

Our programs seek to make all feel welcome and to offer a mechanism for lifelong learning, wellbeing and belonging.

While programs are usually structured, sometimes the informal have wonderful results – several libraries host knitting groups, game players and book clubs where people connect and relax.

Castlemaine Library placed a piano in their foyer during Mental Health Week, with the aim of connecting music, learning and positive mental health outcomes. Within hours, an internationally trained concert pianist just happened to walk through the door and performed an impromptu concert!

Choirs have sung, the Victorian Orchestra has performed, Chinese lions have danced inside the library, and Page the Library Elf has run amok at Kangaroo Flat Library. We have hosted movies and exhibitions, displayed possum skin cloaks and welcomed the Dja Dja Wurrung for Welcome to Country and Smoking ceremonies.

More structured programs have included Me 'N' Me Mates during Seniors Week, an Adult Spelling Bee at Castlemaine Library and a Trivia evening at Romsey Library. Creative opportunities included macramé, giant knitting, crochet and latch-hooking.

A Bookmaking for seniors series held at Dingee Library Agency, under the guidance of local author Lorraine Marwood, was particularly successful resulting in Goldfields Libraries first published book *Contours of Our Lives*.

Valued partnerships have enabled Community legal information sessions, Aboriginal weaving programs, dementia awareness sessions and exploration of the Macedon Ranges landscape.

Coffee with a Cop, and a live radio broadcast by ABC Central Victoria on World Mental Health Day added to our profile.

## Special events

We value the opportunity to host special events which engage our communities and showcase our library service. Many programs would not happen without the support and contribution from valued partners.

Key events have included:

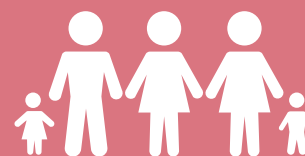
- Write on the Fringe Festival with City of Greater Bendigo
- Discovering History with Latrobe University
- Australian Poetry Slam, Victorian Heat with the State Library of Victoria
- Immersive Science II: Revealing the Invisible Universe with ARC Centre for Gravitational Wave Discovery and Swinburne University of Technology
- Foundry658 Roadshow with the State Library of Victoria
- Chronicles of Old Castlemaine with Castlemaine Pioneers & Old Residents' Association
- Talking Justice Seminar: Gillian Triggs – Speaking Truth to Power with Melbourne University Publishing and Loddon Campaspe Community Legal Centre
- Dementia Awareness with Alzheimer's Australia
- Aboriginal weaving and Smoking Ceremonies with Dja Dja Wurrung Clans Aboriginal Corporation and Bendigo & District Aboriginal Co-Operative
- Mr Chicken Comes to Woodend – Australian Children's Laureate Leigh Hobbs with Woodend Winter Arts Festival
- Researching the Rock with Friends of Hanging Rock



**2,867**  
events



**30**  
storytimes each week



**66,412**  
program attendees

# Technology

## Highlights:

- 78,702 computer bookings, 1,000 more than last year
- 86,167 Wi-Fi sessions, 4,000 more than last year
- 65 Terabytes of data downloaded, an increase from 42 Terrabytes last year
- Bandwidth upgraded to 500Mbps at Bendigo Library
- Large multi-use touch screens installed at Castlemaine and Woodend
- Improved internet services at all branches



The most important resource we have in the area of technology remains our library staff. We continue to support our communities, particularly those who are new to technology, as more government and business services become only available online. Our libraries are bridging the digital divide and enabling people to access these services. The MyGov portal is a good example of government online services where the library has supported people with connecting to relevant services.

We continue to use technology to inform and enrich our community. A common story across our libraries has been the value of one-on-one IT sessions. Examples include working with people to connect with family members using a mobile device or guiding people in accessing online grocery shopping. Much of this work has very practical benefits to people's lives with one example of a patron who learned how to shop for groceries online, having previously struggled to access supermarkets because of mobility issues. Their comment at the end of the session was, "It is absolutely life-changing and I can't put a value on it!"

Large multi-use touch screens were deployed to several branches this year to help run digital literacy programs, showcase eResources. Their ability to connect to mobile devices has made the running of these programs much easier for both staff and patrons. When not in use they become digital signage to highlight coming events, programs and services, and to connect our visitors with what's happening in their broader community.

We continue to consider ways in which we introduce digital literacy for children in an engaging and responsible way. We have trialled and researched replacement technology for our children's screens with the aim of recognising the need for children to access digital content whilst being aware of concerns around screen time limitations.

Staff continue to champion technology, running robotics session for both children and adults using Lego Mindstorm robotics kits and teaching coding using Kano build-your-own computer kits. Taking these programs to library agencies and remote rural Primary Schools gives everyone equal opportunities to access the technology we have to offer. These types of tools are a fantastic resource but it's the staff who skill themselves to deliver the content who are the key to the success of these programs.

**“ The kids have built skills in coding, programming, communications and language too, and all of them have found different ways of challenging themselves and going beyond the boundaries of the set program, as kids tend to do!”**

Goldfields Libraries program leader



We continue to skill our communities so they can make the most of their library experience. Teaching them how to use the library catalogue, to be self-sufficient in reserving physical items and accessing our online resources. Many of our patrons are constant visitors to our virtual branch accessing our eLibrary without ever walking into one of our buildings.

Over the last year, we have continued to maintain and upgrade our network infrastructure, including a refresh of key networking equipment; working smarter by shifting much of our network to cloud services such as Office365. We have upgraded internet bandwidth where available and explored alternatives to NBN connections.

**54%**  
more data  
downloaded

**4,000**  
more wi-fi  
connections

**Office 365**  
upgrade



# Spaces

## Highlights:

- 1,403,515 library visits (including website)
- 1,076,434 visits to library buildings
- 299,701 website and eLibrary visits
- Castlemaine Library upgrade commenced with funding from community-led State Government 'Pick My Project' grant
- Boort Library Agency enjoyed a significant renovation and extension via the Living Libraries Infrastructure Program
- Planning underway for refurbishment to the Children's Space at Bendigo Library
- Concept planning underway for a long-term home for Kangaroo Flat Library
- Upgrades have begun to Kyneton Library staff and meeting facilities

## Welcoming and flexible physical spaces

Modern library design is a key feature in being able to deliver on our library priorities and facilitate connection, learning and the cultural and recreational needs of local communities. Our libraries offer beautiful and welcoming spaces which reflect and inspire our communities and cater to their various needs. We welcome patrons with a mix of quiet areas and social areas (including a café in Bendigo and tea and coffee facilities in some of our other branches); areas for study and leisure, and children's and young people's spaces. People of all abilities, languages, cultural and social backgrounds are catered for and welcome at our libraries.

Our library models vary depending on the size, needs and resourcing available to our diverse communities. Models include:

- Full-time library facilities (Bendigo, Castlemaine, Gisborne, Kangaroo Flat, Kyneton, Romsey and Woodend)
- Part-time library facilities (Eaglehawk and Heathcote)
- Co-location with Council and other community services (Romsey and Woodend)
- Library agencies co-located in community hubs (Axedale, Boort, Dingee, Elmore, Inglewood, Pyramid Hill, Tarnagulla and Wedderburn)

Through these outlets, we provide free access to extensive collections, computers and Wi-Fi, programs, knowledgeable staff and spaces to read, research, relax and connect with others.



***Libraries deliver essential services to all Victorians. No other institution offers the same safe and inclusive public spaces with free and equal, life-changing access to art, ideas, education and social engagement.***

Libraries Change Lives campaign,  
Public Libraries Victoria

In 2018 Gisborne Library received a refurbishment and upgrade thanks to a Living Libraries Infrastructure Program grant. Twelve months on, the benefits of this enhanced space are evident. Visitation to the library and loans are up by 8% and staff report that people of all ages have benefited from the project.

*"We now have a dedicated zone within the new space specifically for adult programs as well as a different area just for children's activities. Prior to this, we would be moving shelves around to create space. We also now have an amazing courtyard. We are now able to offer more author talks and tech help sessions for adults and numbers have increased at our Storytime, Toddler Time and Baby Rhyme Time sessions. We've had 839 more people than last year attending our programs.*

*We've also been able to offer the space to home school groups who meet monthly in the library,*

*weekly school visits from the local primary schools and special school. We've run monthly IT help sessions for seniors as well as hosted book groups in the library. We've been able to engage with the local Secondary College, having them creating artwork in our new courtyard area. We also hold storytime sessions and school holiday activities out on the deck in the warmer weather.*

*Every day we have multiple people just spending time in the library. They're not borrowing anything, they're not needing staff assistance, they're sitting here enjoying the quiet space. We have people who will sit here for the whole day either studying or working from home, using our free Wi-Fi or even having a quiet read with their children. It's great to see. More people are accessing the library, realising what we have to offer and it's mainly due to the new modern attractive space."*

Gisborne Library Manager



**BENDIGO**



**CASTLEMAINE**



**EAGLEHAWK**



**GISBORNE**



**HEATHCOTE**



**KANGAROO FLAT**



**KYNETON**



**ROMSEY**



**WOODEND**



## Digital spaces

We continue to provide opportunities for our 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 supporting patrons in the space is growing. We actively support patrons to access the digital world in our libraries, and also facilitate access to a world of resources including eBooks, audiobooks, music and movies, via our eLibrary.

<b>A work-from-home consultant found community</b>	<b>A young person got lost in a book and a safe space</b>	<b>A group of people with disabilities had a fun day out</b>	<b>A student found a quiet study space</b>
<b>A homeless person found a warm corner</b>	<b>Today in our libraries, hundreds of people passed through and ...</b>		<b>A parent had some time out</b>
<b>A toddler learned a new song and took home some books to read with their adult</b>	<b>A small business owner accessed free professional development resources</b>	<b>An elderly man learned how to use emails</b>	<b>Someone lonely was welcomed with a smile</b>
<b>An author researched their new book</b>	<b>A job seeker accessed free computer access, Wi-Fi, warmth, assistance and printing</b>	<b>A newly arrived migrant found an online newspaper in their own language</b>	<b>A woman found the story of a long lost relative</b>

## Agencies

Library agencies are located within the Loddon Shire communities of Boort, Dingee, Inglewood, Pyramid Hill, Tarnagulla and Wedderburn, and the towns of Elmore and Axedale within the City of Greater Bendigo. The Loddon Shire is solely serviced through the agency model.

Now into their third year, library agencies have become important community spaces, providing a physical collection of books, DVDs, magazines and audiobooks, as well as website access for eLibrary services and the reservation of items from Goldfields Libraries' vast catalogue. Agencies also offer a wide range of programs including regular storytime sessions, one-on-one IT support, Online Learning Workshops, author talks, performances, programs for seniors, writing workshops and our increasingly popular school holiday programs. Perhaps most importantly, they provide a warm and inviting space for locals to gather – and an excursion destination for early years and school groups for browsing, borrowing and events.

Based on collaborative partnerships with local organisations, and supported by volunteers, library agencies have successfully engaged remote communities in diverse library activities and become firmly embedded within the fabric of community life in these areas. The library agency model is seen as a benchmark across the state as a way to deliver meaningful library services to remote and small rural communities.

Acclaimed British crime writer Ann Cleeves visited Boort Library Agency in August to celebrate the newly renovated space and to share stories about her own illustrious writing career. Ann is the award-winning author of the iconic Vera and Shetland mystery series which have both made immensely popular TV adaptations. A library advocate and prolific writer, Ann was visiting Australia for Bendigo Writers Festival ahead of the release of her new novel Wild Fire.

Coinciding with Ann's visit was Loddon Shire Councillor Cheryl McKinnon's launch of the refurbished library agency. Building works at the Boort Resource and Information Centre, which houses the library space, were completed in July 2018 courtesy of the Living Libraries Infrastructure Program and delivered a significant extension, the benefits of which cannot be overstated.

We were honoured to have this remarkably talented writer visit our library agency in Boort and excited to show off our new space with such a special guest. With 110 people in attendance, it was a wonderful celebration of libraries and literature – and the rewards of multiple partnerships.



AXEDALE



BOORT



DINGEE



ELMORE



INGLEWOOD



PYRAMID HILL



TARNAGULLA



WEDDERBURN

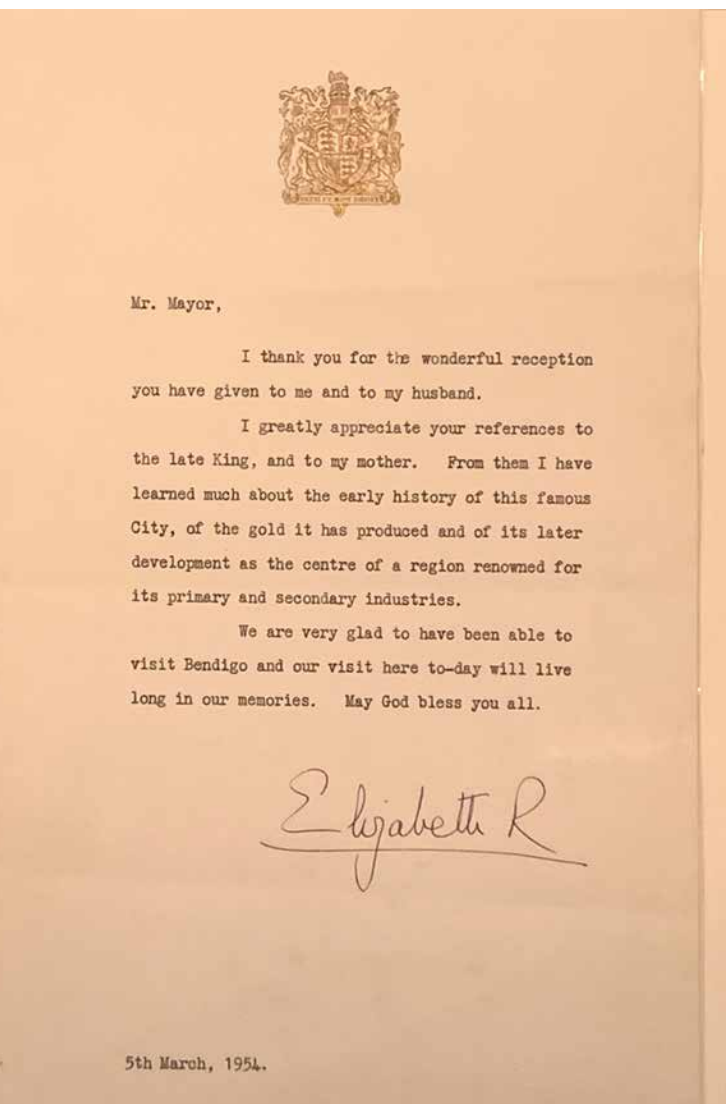
# Bendigo Regional Archives Centre

The Bendigo Regional Archive Centre (BRAC) is a joint partnership between the City of Greater Bendigo, the Public Record Office of Victoria and the Goldfields Library Corporation. BRAC holds unique council, court, infrastructure and social history records dating from the 1850s to early 2000s, primarily from the North Central region of Victoria. BRAC aims to collect, protect and share the history of central and northern Victoria and is committed to:

- Retaining and caring for public and community records in their place of origin.
- Connecting individuals and communities in the region to their cultural heritage through engagement, promotion and access
- Providing a sustainable and collaborative hub for research of documentary heritage in the region.

It has been an exciting year for BRAC, new management has brought many changes including a renewed focus on collection management and archives engagement. Royal fever hit Bendigo with 'Tudors to Windsors' at the Bendigo Art Gallery which was accompanied by Bendigo Post Office Gallery's 'Rule Britannia, the Golden City: royal visits to Bendigo'. BRAC loaned a number of items to the Post Office Gallery for this wonderful exhibition including a letter to the Mayor of Bendigo from Her Majesty Queen Elizabeth II after her 1954 visit, 1902 Coronation celebration tickets and more from the 20th Century Inwards Correspondence series. As of June 30, the exhibition has seen 6,877 attendees interact with items from the BRAC collection.

In March, BRAC hosted a 'Caring for Collections' workshop in partnership with Australian Museums and Galleries Association (AMaGA) Victoria. The only regional event to be included in AMaGA Victoria's 2019 annual program, the hands-on event taught participants the basic principles of caring for works on paper including archives, books and documents. Attendees were from across the state including Bendigo, Echuca, Mildura, Serpentine, Essendon, Woolsthorpe, Maldon, Ballarat and more. This event quickly booked out with many requests for more Bendigo-based training opportunities. In April, BRAC held the Australian Society of Archivists (ASA) regional conference and professional members, as well as members of the public, enjoyed a day of talks and tours. In June, BRAC celebrated its 10th Anniversary with a day of guest lectures. In 2018/2019 BRAC entered the social media domain and now connects with over 900 people online.



## Engagement

### Attendance

Rule Britannia	6,877
Caring for Collections	20
ASA Regional Conference	20
BRAC 10th Anniversary lectures	38

### Subscribers

BRAC Facebook	511
eNewsletter	445



**7,911**  
total engagement





BRAC's Reading Room is open 13 hours per week. This year 367 researchers accessed 855 records. BRAC also answers a significant amount of research enquiries for patrons who are unable to access the BRAC collection in person. These records are used for individual research concerning genealogy, property ownership, 19th-century occupations, court appearances, social issues and more. They are also utilised by academics, heritage planners, archaeologists, architects and social scientists in the course of their duties.

Series: City of Bendigo, 20<sup>th</sup> Century Inwards Correspondence.



# Partnerships & engagement

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We know that libraries change lives. A key consideration in our service planning and delivery is to ensure that the people who could most benefit from our spaces and services, know about us and about what is on offer to them. It is also a strategic priority that we are listening and responding to community need and change in designing and delivering our spaces, programs, collections and support services.

The ways in which we do this include:

- Strategic partnerships and networks ( early years literacy, education, Aboriginal cultural connections, multicultural inclusion, disability service providers, volunteer groups, community hubs, neighbourhood houses, justice services)
- Council partnerships
- Community Based Services and outreach (bringing library services to those who might not otherwise be able to access them, often with the help of volunteers eg: Home library services, 'pop-up' libraries and storytime at community events, festivals, aged care facilities and early years services, book group sets)
- Programs and events (attracting people into libraries, adding value to our collections, access and inclusion and activating our beautiful spaces are key parts of service delivery for modern libraries)
- Sharing our spaces (spaces available for hire or free use, groups welcome to use the library for their activities (eg: home school networks, disability groups, craft groups, school groups, early learning centre incursions), and co-location with other community services.
- Listening to our communities
- Strategic considerations
- Sharing our stories
- Ongoing awareness and skill development for our staff

## Listening to our communities

In a rapidly changing context, we need to ensure that we continue to listen, evolve and adapt our library services and strategic use of resources for maximum impact. We do this in various ways, including:

- Network and partnership activities
- Library surveys and conversations with visitors to establish who uses library services, what they want from their library and how important the service is relative to other activities managed by Council
- Partnership with member councils to develop a common framework for analysing community needs across the areas we service
- The Libraries Change Lives campaign
- A feedback register which includes a centralised point and framework for capturing, responding to and learning from feedback, compliments and complaints

## Strategic considerations

In addition to our local partnerships and networks, we connect with libraries around the state and beyond through important forums, networking and professional development opportunities to ensure that we are responding and contributing to best practice library service delivery now and into the future.

Internally, the corporation model enables us to add value and leverage economies of scale in multiple ways including collaborative co-design and the use of important staff feedback loops – sharing not only our resources but also our insights, perspective and skills across branches and agencies.

As part of our engagement, partnership and other service planning processes, we are asking ourselves:

- What do contemporary libraries provide?
- Who uses them?
- Who doesn't use them and why?
- What are the global trends in public libraries?
- How do we make libraries relevant to changing trends and needs in our communities?
- What are community expectations of service?
- How do we provide equitable service in a range of settings and populations?
- How do we benchmark against sector service levels?
- How do we innovate services and spaces that can change over time?
- How do we best scale services to meet both regional/neighbourhood and urban/rural needs?



## Partnerships in action

### Welcoming all cultures

Libraries in the City of Greater Bendigo have been involved in a partnership project with Council to enhance our understanding of and service delivery to the growing multicultural communities in the region. The Inclusive Multicultural Library Project resulted in the recruitment and training of library champions representing diverse communities, multicultural storytime and numerous ongoing recommendations. One of our multicultural champions – who is a tireless champion for the Indian community in Bendigo and supported some very successful Little World Storytimes – successfully applied for a shelving assistant role at Bendigo Library against a very strong and competitive field. The move to diversity can sometimes be seamless and without fuss and still makes sure we get the best person for the job. She is now involved in contributing to phase two of the inclusion project and is passionate about helping us to create welcoming and inclusive spaces, resources, support and outreach for our growing multicultural communities.

### Trivia Night for the Indigenous Literacy Foundation

Romsey Library held a Trivia Night in June as a FUNdraiser for the Indigenous Literacy Foundation (ILF). The community spirit revealed itself in a number of ways including providing a warm, non-threatening and welcoming environment for those attending alone or who were a little uneasy about their trivia skills. The whole night was a terrific team effort shared amongst the library staff, other HUB user groups (the Romsey Neighbourhood House, Romsey Toy Library, Romsey Playgroup, Macedon Ranges Shire Council, RSL, other library staff) and our wonderful community who got behind us and opened their hearts and pockets to the ILF. We reached full capacity with 80 attendees and in the process raised \$1438.50. As one participant commented at the end of the night, “..there was a definite buzz in the room..!” and there was.





### Sharing a Yarn - knitting that gives back

Eaglehawk Library invited knitters and crocheters to put their skills to good use, with an initiative called 'Share a Yarn', aiming to help keep people in need warm throughout the winter months. The library wanted to engage its community members in an activity which they not only enjoyed, but which also resulted in something to share with others in need. Throughout winter, people were welcomed to drop into the library to knit or crochet warm goods to give to people who are going through a tough time. One generous person donated wool for people to use, others used their own. Participants could choose to do their craft in the library or go home and drop off their creations later.



## Communications

Our communications and marketing activity continues to increase, utilising a range of digital and traditional mediums.

With more and more of our lives taking place in the digital realm, it's no surprise that our social media engagement continues to rise. This year, we saw our number of Facebook followers increase by 24.7%, totalling an increase of 51% over the last two years. As a result, in early 2018 we began introducing Facebook events as a means of extending our programs' reach. This has proven to exceed our expectations with around 460 events being listed in the last year, and a combined reach totalling close to 200,000.

Our monthly digital eNewsletter, with updates on upcoming programs and events, eLibrary information and important notices continues to perform well, with an average open rate of around 3,500. A survey conducted in late 2017 indicated that our eNewsletter was the preferred method for finding out about library events, programs and news, with 34% of respondents preferring it over other methods of communication.

It is worth noting, however, that this survey was conducted before the introduction of Facebook as a consistent promotional tool, and Facebook events.



**6,846**  
Facebook likes

**524,000**  
people reached  
via social media

**299,701**  
website visits



## Sharing our stories

Libraries not only house other people's stories, but they are also a place where stories are made on a daily basis. We work to capture and share these stories through traditional and social media, through the Libraries Change Lives campaign and through our feedback pathways. The more we share our stories, the more people learn about all the many services, programs, supports and opportunities that are available in libraries.

Social media is a particularly effective engagement tool. For example, Page the Library Elf created more great stories from Kangaroo Flat Library when he climbed through the Library returns chute in early December, creating mayhem and hilarity throughout most of the festive season. Page gained quite a following on the Kangaroo Flat Library Facebook page and people commented to staff in the library that they couldn't wait to see what Page would get up to next, confirming that engaging people on social media translates to engaging them within the physical library also.

## Continuing efforts in traditional media

Despite the upward trend of social media and digital platforms, our print media continues to be well received. This year we produced four seasonal programs, 21 media releases and dozens of articles published in newspapers, magazines, community newsletter and school newsletters across the region. This was complemented with a number of TV news stories and regular appearances on local radio stations.

This year we reviewed and refreshed the way we promote our programs. Through research and consultation, the aim was to better understand and direct our marketing to appropriate audiences.

This included a complete overhaul of visual media including the seasonal program, posters, flyers and digital screens.

In an effort to increase communications internally within the Corporation, regular staff bulletins are circulated via email. Sent out each fortnight, the bulletin keeps all staff up to date with important information including updates on HR/recruitment, collections, IT and opens with a friendly message from the CEO.





# Our people

## Highlights:

- Three of our staff were selected as champions for the State Library's Libraries Change Lives Campaign. They have learnt how to collect and tell the stories of our patrons, developed their social media skills, and explored new techniques to influence and engage our users.
- Working with Children Checks implemented for all staff and volunteers as part of a commitment to Child Safe environments.



## Continuous learning and improvement

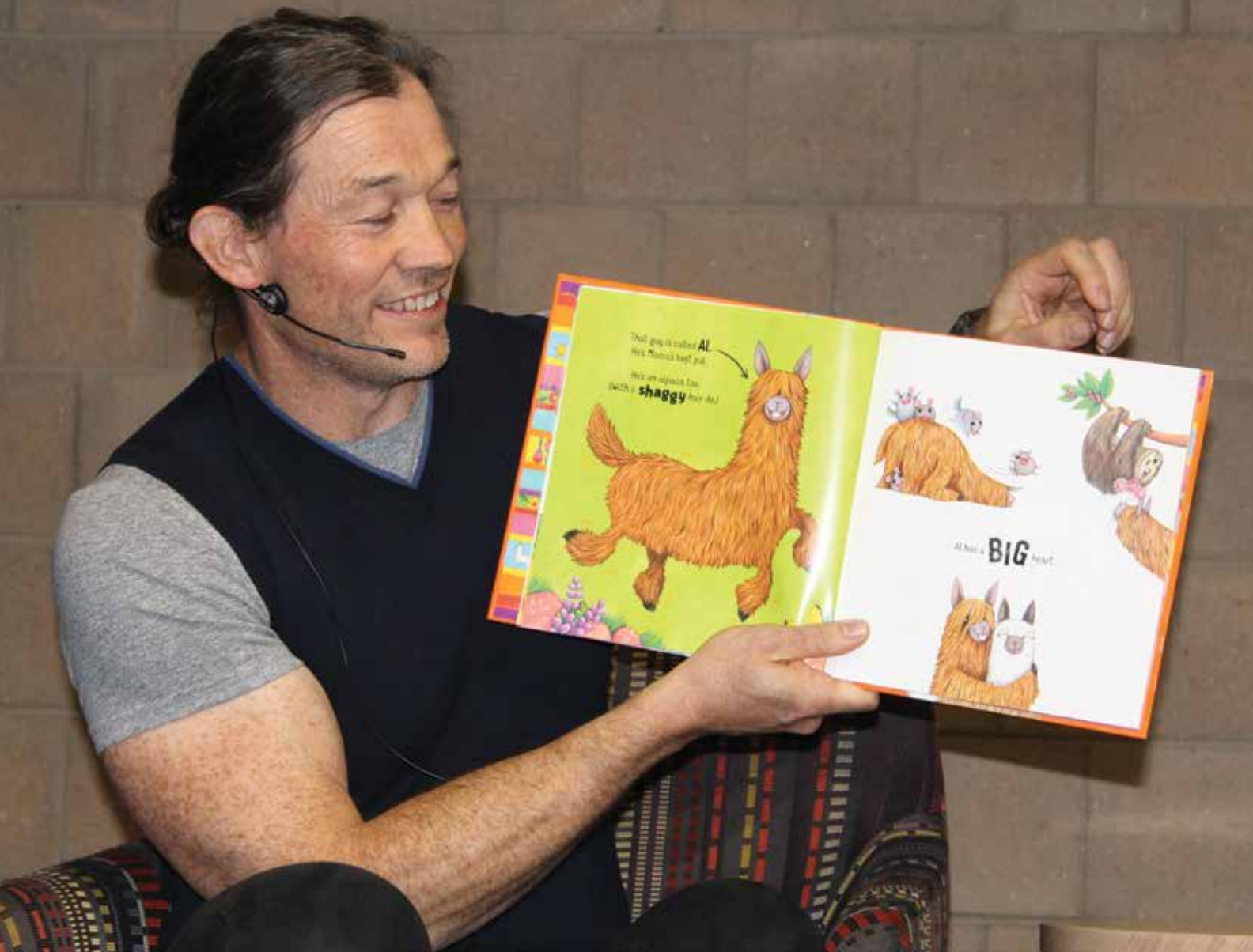
Over the past year, we have supported the learning and development of our staff across foundational, professional and behavioural skills.

With 2019 declared the UNESCO International Year of Indigenous Languages, we have focussed on building our capacity to understand and connect with our Indigenous communities. 60% of staff attended Indigenous cultural literacy training with the Koori Heritage Trust, with other staff already scheduled in for the coming 12 months.

We've also addressed how we work together and keep safe and healthy by providing equal opportunity training for all staff, manual handling and hazard identification training for 67% of staff, training for our elected Health and Safety Representative, and ensured that our nominated first aiders maintained their skills with refresher training.







## Staff engagement in planning for the future

Modern libraries are increasingly being used by a broad cross-section of the community. This can lead to competing needs and expectations on how our spaces and services are used. A staff working group was created to discuss the fine balance needed to provide an inclusive space whilst managing patron behaviour and expectations. The group consulted widely across our libraries and staff and came up with a list of actions that will enable us to cope better when difficult situations arise. Most notably, the group emphasised the need to develop our understanding of mental health, both our own and that of our patrons, which has led to the commitment to prepare a Mental Health Action Plan.

## Volunteers

Our volunteers represent a growing and increasingly valuable resource for adding value to our library service. Over the past year, we have developed and implemented a system of induction, training and role clarification that helps ensure that each volunteer knows what is expected of them, their specific tasks and who to ask for assistance if challenges arise.

We thank all our volunteers for their invaluable contribution to the library service and look forward to continuing to work with and support our volunteer team.

# Governance

## Highlights:

- **Development of Emergency Management Plans across all libraries**
- **Introduction of Child Safe Standards- policies and procedures aligned to the Child Safety and Wellbeing Act 2005 (Vic)**
- **A commitment to meeting budget increment caps to provide cost-effective services to our communities.**
- **An increased commitment to health and safety, risk management and inclusive practices.**

## 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 rate capping.

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 budget 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.

## Good governance

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 has seen the roll-out of child-safe policies and procedures within the Corporation to align and meet the requirements of Child Safe Standards and the Child Safety and Wellbeing Act 2005 (Vic).

All staff, both existing and employed, are now subject to a Working With Children Check and 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.

We have also worked hard to become an eSmart accredited service, with policies and conditions in place that protect everyone (but particularly children) in the use of our digital services and internet services. Managing internet access and use in a public environment is a challenge, but we are taking proactive steps to balance access and appropriate use within a shared space.

In addition, the library has continued to improve incident and risk management for both patrons and staff, with an emphasis again on safety and inclusion. All libraries now have site-specific Emergency Management Plans and incident reporting. Follow up is part of everyday business, with consistent evaluation and analysis of incident trends to assist in modifying our approach to delivering safe places.

# Board Members

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**Cr Rod Fyffe**  
Greater Bendigo City Council



**Vicky Mason**  
Greater Bendigo City Council



**Cr Cheryl McKinnon**  
Loddon Shire Council (Chair)



**Phil Pinyon**  
Loddon Shire Council



**Karen Stevens**  
Macedon Ranges Shire Council



**Cr Bill West**  
Macedon Ranges Shire Council



**Cr Bronwen Machin**  
Mount Alexander Shire Council



**Lisa Knight**  
Mount Alexander Shire Council



**North Central Goldfields  
Regional Library Corporation**

Trading as  
**Goldfields Library Corporation**

# **Financial Report**

**For the year**

**1 July 2018**

**to**

**30 June 2019**



# Financial Report

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**North Central Goldfields Regional Library Corporation**  
**Comprehensive Income Statement for the year ended 30 June 2019**

	Note	2019 \$	2018 \$
<b>Income</b>			
Member contributions	3.1	5,061,214	4,950,045
User fees, charges and fines	3.2	225,847	215,816
Grants - operating	3.3	1,364,785	1,320,614
Grants - capital	3.3	35,490	35,419
Non monetary contributions	3.4	31,336	9,030
Interest on investments		73,959	71,393
Net gain on disposal of plant, resources and equipment	3.5	-	5,892
Other income	3.6	76,010	63,661
<b>Total income</b>		<b><u>6,868,641</u></b>	<b><u>6,671,870</u></b>
<b>Expenses</b>			
Employee costs	4.1	4,587,892	4,307,502
Plant and equipment costs	4.2	287,756	269,468
Depreciation	4.3	1,154,637	1,210,686
Administration and maintenance charges	4.4	455,828	496,067
Net loss on disposal of plant, resources and equipment	3.5	8,197	-
Other expenses	4.5	326,083	343,935
<b>Total expenses</b>		<b><u>6,820,393</u></b>	<b><u>6,627,658</u></b>
<b>Surplus/(deficit) for the year</b>		<b><u>48,248</u></b>	<b><u>44,212</u></b>

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



**North Central Goldfields Regional Library Corporation**  
**Balance Sheet as at 30 June 2019**

	Note	2019 \$	2018 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	5.1	2,785,301	2,391,301
Trade and other receivables	5.1	12,242	14,778
Other assets	5.2	128,357	110,356
<b>Total current assets</b>		<b><u>2,925,900</u></b>	<b><u>2,516,435</u></b>
<b>Non-current assets</b>			
Plant, resources and equipment	6.1	3,800,312	4,096,964
<b>Total non-current assets</b>		<b><u>3,800,312</u></b>	<b><u>4,096,964</u></b>
<b>Total assets</b>		<b><u>6,726,212</u></b>	<b><u>6,613,399</u></b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	5.3	173,922	205,902
Trust funds and deposits	5.3	1,481	-
Provisions	5.4	1,091,123	1,001,401
<b>Total current liabilities</b>		<b><u>1,266,526</u></b>	<b><u>1,207,303</u></b>
<b>Non-current liabilities</b>			
Provisions	5.4	111,040	105,698
<b>Total non-current liabilities</b>		<b><u>111,040</u></b>	<b><u>105,698</u></b>
<b>Total liabilities</b>		<b><u>1,377,566</u></b>	<b><u>1,313,001</u></b>
<b>Net assets</b>		<b><u>5,348,646</u></b>	<b><u>5,300,398</u></b>
<b>Equity</b>			
Member contributions		2,466,638	2,466,638
Accumulated surplus		1,635,403	1,607,954
Reserves	9.1	1,246,605	1,225,806
<b>Total Equity</b>		<b><u>5,348,646</u></b>	<b><u>5,300,398</u></b>

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

**North Central Goldfields Regional Library Corporation**  
**Statement of Changes in Equity for the year ended 30 June 2019**

2019	Note	Total \$	Member Contributions \$	Accumulated Surplus \$	Discretionary Reserve \$
Balance at beginning of the financial year		5,300,398	2,466,638	1,607,954	1,225,806
Surplus for the year		48,248	-	48,248	-
Transfers to other reserves	9.1	-	-	(60,873)	60,873
Transfers from other reserves	9.1	-	-	40,074	(40,074)
<b>Balance at end of the financial year</b>		<b>5,348,646</b>	<b>2,466,638</b>	<b>1,635,403</b>	<b>1,246,605</b>

2018		Total \$	Contributions \$	Accumulated Surplus \$	Discretionary Reserve \$
Balance at beginning of the financial year		5,256,186	2,466,638	1,554,082	1,235,466
Surplus for the year		44,212	-	44,212	-
Transfers to other reserves	9.1	-	-	(10,430)	10,430
Transfers from other reserves	9.1	-	-	20,090	(20,090)
<b>Balance at end of the financial year</b>		<b>5,300,398</b>	<b>2,466,638</b>	<b>1,607,954</b>	<b>1,225,806</b>

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

**North Central Goldfields Regional Library Corporation**  
**Statement of Cash Flows for the year ended 30 June 2019**

	Note	2019 Inflows/ (Outflows) \$	2018 Inflows/ (Outflows) \$
<b>Cash flows from operating activities</b>			
Member contributions		5,567,335	5,445,050
User fees, charges and fines		228,384	237,398
Grants - operating		1,364,785	1,369,825
Grants - capital		35,490	35,419
Interest received		73,959	71,393
Other receipts		76,010	68,291
Employee costs		(4,537,452)	(4,293,968)
Plant and equipment costs		(316,533)	(279,272)
Administration and maintenance charges		(554,759)	(538,078)
Other expenses		(352,816)	(368,280)
Net GST payment		(355,557)	(412,103)
<b>Net cash provided by operating activities</b>	9.2	<b><u>1,228,846</u></b>	<b><u>1,335,676</u></b>
<b>Cash flows from investing activities</b>			
Proceeds - sale of plant, resources and equipment	3.5	10,909	6,132
Payments - plant, resources and equipment	6.1	(845,755)	(1,082,994)
<b>Net cash used in investing activities</b>		<b><u>(834,846)</u></b>	<b><u>(1,076,862)</u></b>
<b>Cash flows from financing activities</b>			
<b>Net cash provided by/(used in) financing activities</b>		<b><u>-</u></b>	<b><u>-</u></b>
Net increase (decrease) in cash and cash equivalents		394,000	258,813
Cash and cash equivalents at the beginning of the financial year		<u>2,391,301</u>	<u>2,132,488</u>
<b>Cash and cash equivalents at the end of the financial year</b>		<b><u>2,785,301</u></b>	<b><u>2,391,301</u></b>
Restrictions on cash assets	5.1		

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



**North Central Goldfields Regional Library Corporation**  
**Statement of Capital Works for the year ended 30 June 2019**

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	<b>Note</b>	<b>2019</b>	<b>2018</b>
		<b>\$</b>	<b>\$</b>
Resources		733,051	855,259
Plant and vehicles		31,003	35,572
Information technology		79,069	145,926
Office equipment, furniture and fittings		2,632	55,507
<b>Total capital works expenditure</b>	6.1	<u><b>845,755</b></u>	<u><b>1,092,264</b></u>
 <b>Represented by:</b>			
New asset expenditure		31,003	35,572
Asset renewal expenditure		814,752	1,056,692
<b>Total capital works expenditure</b>		<u><b>845,755</b></u>	<u><b>1,092,264</b></u>

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

# North Central Goldfields Regional Library Corporation

## Notes to the Financial Report for the year ended 30 June 2019

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### 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 AAS's that have significant effects on the financial statements and estimates relate to:

- the fair value of resources, plant and vehicles, furniture and equipment (refer to Note 6.1)
- the determination of depreciation of resources, plant and equipment (refer to Note 6.1)
- the determination of employee provisions (refer to Note 5.4)

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

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

**Note 1 Performance against budget**

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

The budget figures detailed below are those adopted by the Corporation on 26th May 2018. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for income and expense targets in this budget in order to meet the Corporation's planning and financial performance targets for both the short and long-term.

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

**1.1 Income and expenditure**

	Budget 2019 \$	Actual 2019 \$	Variance \$	Variance %	Ref
<b>Income</b>					
Member contributions	5,061,214	5,061,214	-	0%	
User, fees, charges and fines	208,306	225,847	17,541	8%	
Grants - operating and capital	1,340,017	1,364,785	24,768	2%	
Grants - capital	-	35,490	35,490	100%	
Non monetary contributions	2,000	31,336	29,336	1467%	1
Interest on Investments	75,712	73,959	(1,753)	-2%	
Net gain on disposal of plant, resources and equipment	3,500	-	(3,500)	-100%	
Other income	39,424	76,010	36,586	93%	2
<b>Total income</b>	<b>6,730,173</b>	<b>6,868,641</b>	<b>138,468</b>	<b>2%</b>	
<b>Expenses</b>					
Employee costs	4,457,943	4,587,892	(129,949)	-3%	
Plant and equipment costs	313,068	287,756	25,312	8%	
Depreciation	1,211,442	1,154,637	56,805	5%	
Administration and maintenance charges	452,244	455,828	(3,584)	-1%	
Net loss on disposal of plant, resources and equipment	-	8,197	(8,197)	100%	
Other expenses	392,532	326,083	66,449	17%	3
<b>Total expenses</b>	<b>6,827,229</b>	<b>6,820,393</b>	<b>6,836</b>	<b>0%</b>	
<b>Surplus/(deficit) for the year</b>	<b>(97,056)</b>	<b>48,248</b>	<b>145,304</b>	<b>-150%</b>	



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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**Note 1 Performance against budget (cont'd)**

<b>Variance Ref</b>	<b>Item</b>	<b>Explanation</b>
1	Non monetary contributions	The positive variance in non monetary contributions is due to an unplanned donation of IT hardware and a larger than budgeted donations of Resources.
2	Other income	Other income is above budget due to rental income and sundry charges and material being more than anticipated.
3	Other expenses	Other expenses are below budget due to a saving of \$10K on promotion and marketing, \$15K on courier charges and \$35K on internet expenses.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

**Note 1 Performance against budget (cont'd)**

<b>1.2 Capital works</b>	<b>Budget 2019 \$</b>	<b>Actual 2019 \$</b>	<b>Variance \$</b>	<b>Variance %</b>	<b>Ref</b>
Resources	754,493	733,051	(21,442)	-3%	
Plant and vehicles	40,000	31,003	(8,997)	-22%	
Information technology	110,000	79,069	(30,931)	-28%	1
Office equipment, furniture and fittings	31,212	2,632	(28,580)	-92%	2
<b>Total plant and equipment</b>	<b>935,705</b>	<b>845,755</b>	<b>(89,950)</b>	<b>-10%</b>	

**Represented by:**

New asset expenditure	40,000	31,003	(8,997)	-22%
Asset renewal expenditure	895,705	814,752	(80,953)	-9%
<b>Total capital works expenditure</b>	<b>935,705</b>	<b>845,755</b>	<b>(89,950)</b>	<b>-10%</b>

**(i) Explanation of material variations**

<b>Variance Ref</b>	<b>Item</b>	<b>Explanation</b>
1	Information technology	IT assets were lower than budget as a better price was negotiated and due to a promotion the Corporation received a free device that was budgeted to be purchased.
2	Office equipment, furniture and fittings	Office equipment, furniture and fittings was below budget as a number of items purchased were under the asset threshold, therefore not capitalised. A project was delayed to 2019/2020 at an approximate value of \$20K.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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**Note 2.1 Analysis of the Corporations results by program**

The Corporation delivers its functions and activities through the following programs.

**2.1 (a)**

- Regional Headquarters \*
- Bendigo Regional Archives Centre
- Bendigo branch
- Castlemaine branch
- Eaglehawk branch
- Gisborne branch
- Heathcote branch
- Kanagroo 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 2019**

**Note 2.1 Analysis of the Corporations results by program (cont.)**

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

	Income	Expenses	Surplus/ (deficit)	Grants included in income	Total assets
<b>2019</b>					
Regional Headquarters	6,636,668	3,534,154	3,102,514	1,400,275	3,800,312
Bendigo Regional Archives Centre	100,150	92,071	8,079	-	-
Bendigo branch	51,813	1,403,269	(1,351,456)	-	-
Castlemaine branch	30,288	408,923	(378,635)	-	-
Eaglehawk branch	194	67,231	(67,037)	-	-
Gisborne branch	11,519	229,245	(217,726)	-	-
Heathcote branch	1,274	129,284	(128,010)	-	-
Kanagroo Flat branch	7,200	294,653	(287,453)	-	-
Kyneton branch	14,313	253,897	(239,584)	-	-
Romsey branch	8,388	184,767	(176,379)	-	-
Woodend branch	6,834	222,899	(216,065)	-	-
<b>Total</b>	<b>6,868,641</b>	<b>6,820,393</b>	<b>48,248</b>	<b>1,400,275</b>	<b>3,800,312</b>

	Income	Expenses	Surplus / (deficit)	Grants included in income	Total assets
<b>2018</b>					
Regional Headquarters	6,454,231	3,580,260	2,873,971	1,356,033	4,096,964
Bendigo Regional Archives Centre	84,050	86,380	(2,330)	-	-
Bendigo branch	58,238	1,338,617	(1,280,379)	-	-
Castlemaine branch	28,547	408,995	(380,448)	-	-
Eaglehawk branch	517	58,429	(57,912)	-	-
Gisborne branch	9,547	222,679	(213,132)	-	-
Heathcote branch	1,356	60,055	(58,699)	-	-
Kanagroo Flat branch	6,266	275,018	(268,752)	-	-
Kyneton branch	14,164	229,875	(215,711)	-	-
Romsey branch	8,639	166,517	(157,878)	-	-
Woodend branch	6,315	200,833	(194,518)	-	-
<b>Total</b>	<b>6,671,870</b>	<b>6,627,658</b>	<b>44,212</b>	<b>1,356,033</b>	<b>4,096,964</b>

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

<b>Note 3 Funding for the delivery of our services</b>	<b>2019</b>	<b>2018</b>
<b>3.1 Member contributions</b>	<b>\$</b>	<b>\$</b>
<b>Member council contributions</b>		
City of Greater Bendigo	3,063,345	2,996,059
Loddon Shire	205,745	201,226
Mount Alexander Shire	512,173	500,923
Macedon Ranges Shire	1,279,951	1,251,837
<b>Total member council contributions</b>	<b><u>5,061,214</u></b>	<b><u>4,950,045</u></b>
 <b>Annual member council contributions per capita</b>	 <b>28.25</b>	 <b>27.63</b>
Annual member contributions are recognised as revenue when the Corporation issues invoices to the member Councils.		
 <b>3.2 User fees, charges and fines</b>		
Fines	53,663	60,284
Inter library loans	5,835	4,984
Reimbursements	100,150	84,050
Book recovery	5,598	7,085
Photocopying and printing	60,601	59,413
<b>Total user fees, charges and fines</b>	<b><u>225,847</u></b>	<b><u>215,816</u></b>

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 2019**

<b>3.3 Funding from other levels of government</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Grants were received in respect of the following :		
<b>Summary of grants</b>		
State funded grants	1,375,275	1,349,033
Local funded grants	5,000	7,000
Other grants	20,000	-
<b>Total grants received</b>	<b><u>1,400,275</u></b>	<b><u>1,356,033</u></b>
<b>(a) Operating grants</b>		
<i><b>Recurrent - State Government</b></i>		
Library Grant	1,273,933	1,247,933
<b>Total recurrent operating grants</b>	<b><u>1,273,933</u></b>	<b><u>1,247,933</u></b>
<i><b>Non-recurrent - State Government</b></i>		
Local Priorities	65,852	65,681
<i><b>Non-recurrent - Local Government</b></i>		
Other	5,000	7,000
<i><b>Non-recurrent - Other</b></i>		
Community Enterprise Foundation Grant	20,000	-
<b>Total non-recurrent operating grants</b>	<b><u>90,852</u></b>	<b><u>72,681</u></b>
<b>Total operating grants</b>	<b><u>1,364,785</u></b>	<b><u>1,320,614</u></b>
<b>(b) Capital grants</b>		
<i><b>Non-recurrent - State Government</b></i>		
Premiers Reading Challenge	35,490	35,419
<b>Total non-recurrent capital grants</b>	<b><u>35,490</u></b>	<b><u>35,419</u></b>
<b>Total capital grants</b>	<b><u>35,490</u></b>	<b><u>35,419</u></b>

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

### 3.4 Non-monetary contributions

Non-monetary assets at fair value	31,336	9,030
<b>Total contributions</b>	<b><u>31,336</u></b>	<b><u>9,030</u></b>

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



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

<b>3.5 Net gain/(loss) on disposal of plant, resources and equipment</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Proceeds of sale	10,909	6,132
Written down value of assets disposed	(19,106)	(240)
<b>Total net gain/(loss) on disposal of plant, resources and equipment</b>	<b>(8,197)</b>	<b>5,892</b>

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	15,437	17,355
Rental income	55,599	44,215
Other	4,974	2,091
<b>Total other income</b>	<b>76,010</b>	<b>63,661</b>

**Note 4 The cost of delivering services**

**4.1 (a) Employee costs**

Wages and salaries	3,716,403	3,490,497
Annual leave	308,253	314,009
Long service leave	150,624	115,070
WorkCover	17,744	18,485
Superannuation	358,307	351,617
Fringe benefits tax	4,664	2,803
Staff training/conferences	31,897	15,020
<b>Total employee costs</b>	<b>4,587,892</b>	<b>4,307,502</b>

**(b) Superannuation**

The Corporation made contributions to the following funds:

**Defined benefit fund**

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	29,002	34,910
	<b>29,002</b>	<b>34,910</b>
Employer contributions payable at reporting date.	-	-

**Accumulation funds**

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	222,034	195,609
Employer contributions - other funds	138,997	129,060
	<b>361,031</b>	<b>324,669</b>
Employer contributions payable at reporting date.	13,806	-

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

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

<b>4.2 Plant and equipment costs</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Plant operating and maintenance	13,234	13,239
Photocopier expenses	9,682	12,984
Photocopier lease	11,834	10,809
ABN cataloguing	6,623	6,629
General office equipment	45,229	43,259
Automated systems maintenance	201,154	182,546
<b>Total plant and equipment costs</b>	<b>287,756</b>	<b>269,468</b>

**4.3 Depreciation**

Plant and vehicles	10,094	10,674
Resources	899,764	965,583
Information technology	221,722	213,800
Furniture and equipment	23,057	20,629
<b>Total depreciation</b>	<b>1,154,637</b>	<b>1,210,686</b>

*Refer to Note 6.1 for a more detailed breakdown of depreciation charges and accounting policy.*

**4.4 Administration and maintenance charges**

Administration charge	76,455	76,444
Insurances	47,328	46,579
Headquarters maintenance charge	34,331	32,955
Database costs	284,417	288,896
Consultants fees	7,274	39,109
Human resources	6,023	12,084
<b>Total administration and maintenance charges</b>	<b>455,828</b>	<b>496,067</b>

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

<b>4.5 Other expenses</b>	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Rural transaction centre	24,253	25,918
Postage	7,580	7,496
Publicity/advertising	1,345	6,427
Marketing/promotion	5,157	8,362
Children program promotion	32,228	23,915
Adult program promotion	23,917	23,081
Printing and stationery	35,919	34,074
Periodicals	43,293	43,240
Internet expenses	46,694	66,006
Newspapers	17,091	15,263
Processing supplies	23,868	32,217
Freight	14,278	20,521
Travelling	3,576	2,761
Inter library loan costs	358	242
Membership & sponsorships	13,015	5,168
Audit fees	8,800	8,200
Bank charges	5,008	2,994
Board costs	-	160
Cleaning services	4,569	3,904
First aid	133	151
Collection software	13,897	13,030
Recycling/shredding collection	1,104	806
<b>Total other expenses</b>	<b>326,083</b>	<b>343,935</b>



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

<b>Note 5 Our financial position</b>	<b>2019</b>	<b>2018</b>
<b>5.1 Financial assets</b>	<b>\$</b>	<b>\$</b>
<b>(a) Cash and cash equivalents</b>		
Cash on hand	2,060	1,960
Cash at bank	54,553	91,453
Term deposits	2,728,688	2,297,889
<b>Total cash and cash equivalents</b>	<b>2,785,301</b>	<b>2,391,301</b>
<b>Total financial assets</b>	<b>2,785,301</b>	<b>2,391,301</b>

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

- Trust funds and deposits (Note 5.2)	1,481	-
Total restricted funds	<u>1,481</u>	<u>-</u>
Total unrestricted cash and cash equivalents	<u>2,783,820</u>	<u>2,391,301</u>

**Intended allocations**

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

- Long service leave - investments *	627,329	596,802
- Discretionary reserves (Note 9.1)	1,246,605	1,225,806
Total funds subject to intended allocations	<u>1,873,934</u>	<u>1,822,607</u>

\* 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 2019 the Corporation still maintains the investment balance under the former regulation requirements.

**(b) Trade and other receivables**

**Current**

<i>Statutory receivables</i>		
GST debtor	6,402	9,806
<i>Non-statutory receivables</i>		
Interest receivable	5,840	4,973
<b>Total current trade and other receivables</b>	<b>12,242</b>	<b>14,778</b>

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 2019.

**5.2 Non-financial assets**

**(a) Other assets**

Prepayments	128,357	110,356
<b>Total other assets</b>	<b>128,357</b>	<b>110,356</b>

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

<b>5.3 Payables</b>	<b>2019</b>	<b>2018</b>
<b>(a) Trade and other payables</b>	<b>\$</b>	<b>\$</b>
Trade payables	6,855	58,796
Accrued expenses	8,600	-
Accrued salaries	158,467	147,106
<b>Total trade and other payables</b>	<b>173,922</b>	<b>205,902</b>
<b>(b) Trust funds and deposits</b>		
Paid parental leave	1,481	-
<b>Total trust funds and deposits</b>	<b>1,481</b>	<b>-</b>

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.

<b>5.4 Provisions</b>	<b>Annual Leave</b>	<b>Long Service</b>	<b>Total</b>
<b>2019</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Balance at beginning of the financial year	322,142	784,957	1,107,099
Additional provisions	334,319	91,011	425,330
Amounts used	(327,436)	(60,395)	(387,831)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	897	56,668	57,565
<b>Balance at the end of the financial year</b>	<b>329,922</b>	<b>872,241</b>	<b>1,202,163</b>
<b>2018</b>			
Balance at beginning of the financial year	317,574	797,505	1,115,079
Additional provisions	335,285	114,993	450,278
Amounts used	(330,732)	(128,541)	(459,273)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	15	1,000	1,015
<b>Balance at the end of the financial year</b>	<b>322,142</b>	<b>784,957</b>	<b>1,107,099</b>

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

**5.4 Provisions (cont'd)**

<b>(a) Employee provisions</b>	<b>2019</b>	<b>2018</b>
<b>Current provisions expected to be wholly settled within 12 months</b>	<b>\$</b>	<b>\$</b>
Annual leave	284,935	270,126
Long service leave	116,349	86,064
	<b>401,284</b>	<b>356,190</b>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	44,987	52,016
Long service leave	644,852	593,195
	<b>689,839</b>	<b>645,211</b>
Total current employee provisions	<b>1,091,123</b>	<b>1,001,401</b>
<b>Non-current</b>		
Long service leave	111,040	105,698
Total non-current employee provisions	<b>111,040</b>	<b>105,698</b>
Aggregate carrying amount of employee provisions:		
Current	1,091,123	1,001,401
Non-current	111,040	105,698
Total aggregate carrying amount of employee provisions	<b>1,202,163</b>	<b>1,107,099</b>

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

*Wages and salaries and annual leave*

Liabilities for wages and salaries, including non-monetary benefits and 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:	<b>2019</b>	<b>2018</b>
- discount rate	1.32%	2.65%
- inflation rate	4.31%	3.80%

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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**5.5 Financing arrangements**

The Corporation has the following funding arrangements in place as at 30th June 2019.

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Credit card facilities	15,000	8,000
<b>Total facilities</b>	<b>15,000</b>	<b>8,000</b>
Used facilities	2,800	2,461
Unused facilities	12,200	5,539
<b>Total facilities</b>	<b>15,000</b>	<b>8,000</b>



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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## 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

<b>2019</b>	<b>Not later than 1 year</b>	<b>Later than 1 year and not later than 2 years</b>	<b>Later than 2 years</b>	<b>Total</b>
<b>Operating</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Cleaning contracts	1,562	-	-	1,562
Financial services	86,203	-	-	86,203
Mechanical services	716	-	-	716
Fire services	68	-	-	68
Lifts and hoists	232	155	-	387
Automatic doors	107	178	-	285
Security services	140	35	-	175
<b>Total</b>	<b>89,028</b>	<b>368</b>	<b>-</b>	<b>89,396</b>

### Capital

The Corporation had no outstanding capital commitments at 30 June 2019.

<b>2018</b>	<b>Not later than 1 year</b>	<b>Later than 1 year and not later than 2 years</b>	<b>Later than 2 years</b>	<b>Total</b>
<b>Operating</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Cleaning contracts	1,390	-	-	1,390
Financial services	82,950	84,444	-	167,394
Mechanical services	636	-	-	636
Fire services	102	51	-	153
Lifts and hoists	206	3,423	-	3,629
Automatic doors	86	-	-	86
Security services	7	-	-	7
<b>Total</b>	<b>85,377</b>	<b>87,918</b>	<b>-</b>	<b>173,295</b>

### Capital

The Corporation had no outstanding capital commitments at 30 June 2019.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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**Operating Lease**

At the reporting date, the Corporation had the following obligations under non-cancellable operating leases for the lease of equipment and land and buildings for use within Corporation's activities (these obligations are not recognised as liabilities):

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Not later than one year	65,294	42,458
Later than one year and not later than five years	201,720	204,215
Later than five years	-	-
	<b><u>267,014</u></b>	<b><u>246,673</u></b>

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

**Note 6 Assets we manage**

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

	At Fair Value 30 June 2018	Additions	Contributions	Revaluation	Depreciation	Disposal	At Fair Value 30 June 2019
	\$	\$	\$	\$	\$	\$	\$
Resources	3,384,488	733,051	20,560	-	(899,764)	1	3,238,336
Plant and vehicles	49,567	31,003	-	-	(10,094)	(19,107)	51,369
Information technology	513,249	79,069	10,776	-	(221,722)	-	381,372
Furniture and equipment	149,660	2,632	-	-	(23,057)	-	129,235
	<b>4,096,964</b>	<b>845,755</b>	<b>31,336</b>	<b>-</b>	<b>(1,154,637)</b>	<b>(19,106)</b>	<b>3,800,312</b>

**6.1 Property, infrastructure, plant and equipment (cont'd)**

	Resources	Plant and Vehicles	Informaiton Technology	Furniture and Equipment	Total Plant, Resources and Equipment
	\$	\$	\$	\$	\$
At fair value 1 July 2018	5,464,516	68,576	1,266,752	414,386	7,214,230
Accumulated depreciation at 1 July 2018	(2,080,028)	(19,009)	(753,503)	(264,726)	(3,117,266)
	<u>3,384,488</u>	<u>49,567</u>	<u>513,249</u>	<u>149,660</u>	<u>4,096,964</u>
<b>Movements in fair value</b>					
Additions	733,051	31,003	79,069	2,632	845,755
Contributions	20,560	-	10,776	-	31,336
Disposal	(1,012,074)	(33,004)	(62,354)	-	(1,107,432)
Impairment losses recognised in operating result	-	-	-	-	-
	<u>(258,463)</u>	<u>(2,001)</u>	<u>27,491</u>	<u>2,632</u>	<u>(230,341)</u>
<b>Movements in accumulated depreciation</b>					
Depreciation and amortisation	(899,764)	(10,094)	(221,722)	(23,057)	(1,154,637)
Accumulated depreciation of disposals	1,012,075	13,897	62,354	-	1,088,326
	<u>112,311</u>	<u>3,803</u>	<u>(159,368)</u>	<u>(23,057)</u>	<u>(66,311)</u>
At fair value 30 June 2019	5,206,053	66,575	1,294,243	417,018	6,983,889
Accumulated depreciation at 30 June 2019	(1,967,717)	(15,206)	(912,871)	(287,783)	(3,183,577)
	<u>3,238,336</u>	<u>51,369</u>	<u>381,372</u>	<u>129,235</u>	<u>3,800,312</u>



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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## 6.1 Property, infrastructure, plant 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. Corporation assets are subsequently measured at carrying amount (depreciated cost). Unless there is market evidence that current replacement costs are significantly different from the original acquisition cost, it is considered unlikely that fair value is materially different from the existing carrying value.

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.

#### *Asset recognition thresholds and depreciation periods*

	<b>Depreciation Period</b>	<b>Threshold Limit</b>
<b>Plant and Equipment</b>		<b>\$</b>
Resources (i)	3-7 years	\$1
Plant and vehicles	2-4 years	\$1,000
Information technology	4-8 years	\$1,000
Furniture and equipment	5-20 years	\$1,000

(i) Resources comprise of the library'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

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 below and are consistent with the prior year unless otherwise stated.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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**Repairs and maintenance**

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

**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.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

**Note 7 People and relationships** **2019** **2018**

**7.1 The Corporation and key management remuneration** **No.** **No.**

**(a) Related parties (board representatives)**

City of Greater Bendigo	2	2
Macedon Ranges Shire Council	2	2
Mount Alexander Shire Council	2	2
Loddon Shire Council	2	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**

Karen Stevens - Macedon Ranges Shire Council  
 Cr Bill West - Macedon Ranges Shire Council  
 Phil Pinyon - Loddon Shire Council  
 Cr Cheryl McKinnon - Loddon Shire Council  
 Vicky Mason - City of Greater Bendigo  
 Cr Rod Fyffe - City of Greater Bendigo  
 Lisa Knight - Mount Alexander Shire Council  
 Cr Bronwen Machin - Mount Alexander Shire Council  
 Mark Hands (Chief Executive Officer)

<b>Total number of board members</b>	8	8
<b>Chief Executive Officer and other key management personnel</b>	1	2
<b>Total key management personnel</b>	9	10

**(c) Remuneration of key management personnel** **2019** **2018**

Total remuneration of key management personnel was as follows:	\$	\$
Short-term benefits	137,092	169,380
Long-term benefits	3,427	3,323
Post employment benefits	13,012	23,866
<b>Total</b>	153,531	196,569

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

\$0 - \$9,999	8	8
\$150,000 - \$159,999	1	2
	9	10

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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**7.1 Corporation and key management remuneration (cont.)**

**(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 \$148,000

The number of senior officers are shown below in their relevant income bands:

	<b>2019</b>	<b>2018</b>
Income Range:	<b>No.</b>	<b>No.</b>
\$0,000 - \$9,999	1	1
\$80,000 - \$89,999	-	1
\$90,000 - \$99,999	1	-
\$100,000 - \$109,999	2	2
\$110,000 - \$119,999	1	-
	<b>5</b>	<b>4</b>
	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Total Remuneration for the reporting year for Senior Officers included above, amounted to	\$ 427,129	\$ 323,265

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

## 7.2 Related party disclosure

### (a) Transactions with related parties

During the period Corporation entered into the following transactions with related parties.

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<b>Income</b>		
Council contribution received from City of Greater Bendigo	3,063,345	2,996,059
Council contribution received from Macedon Ranges Shire Council	1,279,951	1,251,837
Council contribution received from Mount Alexander Shire Council	512,173	500,923
Council contribution received from Loddon Shire Council	205,745	201,226
Reimbursement for running the Bendigo Regional Archive Centre	100,150	84,050
Hire of rooms at the Bendigo Library received from City of Greater Bendigo	1,902	984
Grant for contribution to the library received from City of Greater Bendigo	-	7,000
Grant for Write on the Fringe Festival received from City of Greater Bendigo	5,000	-
Socially Isolated Seniors Inclusion received from City of Greater Bendigo	-	15,059
Data rack, received from Mount Alexander Shire Council	1,450	-
Easter Festival bags, received from City of Greater Bendigo	909	-
Koori Engagement, received from City of Greater Bendigo	9,091	-
Tech Savvy Seniors, received from Macedon Ranges Shire Council	1,589	1,059
	<b><u>5,181,305</u></b>	<b><u>5,058,197</u></b>
<b>Expenses</b>		
Financial Services paid to City of Greater Bendigo	76,455	76,444
Fittings & Fixtures Gisborne Upgrade, paid to Macedon Ranges Shire Council	-	21,900
Hire of the Capital Theatre, paid to City of Greater Bendigo	1,556	-
Rent and outgoings of Headquarters at Bendigo Library paid to City of Greater Bendigo	34,331	32,955
	<b><u>112,342</u></b>	<b><u>131,299</u></b>

### (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 2019**

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**Note 8 Managing uncertainties**

**8.1 Contingent assets and liabilities**

**(a) Contingent liabilities**

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**

The following new AAS's have been issued that are not mandatory for the 30 June 2019 reporting period. The Corporation has assessed these pending standards and has identified the following potential impacts will flow from the application of these standards in future reporting periods.

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

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

*Amendments to Australian Accounting Standards – Deferral of AASB 15 for Not-for-Profit Entities (AASB 2016-7) (applies 2019/20)*  
This Standard defers the mandatory effective date of AASB 15 for not-for-profit entities from 1 January 2018 to 1 January 2019.

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

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

The Corporation has elected to adopt the modified retrospective approach to the transition to the new lease standard. This will mean that only existing operating leases for non low value assets, with remaining terms greater than 12 months, will be recognised on transition (1 July 2019). Based on our current lease commitments and an assumption of a continuation of the current leasing arrangements the Corporation expects that the transition to the new standard will see the initial recognition of \$201,720 in lease related assets and an equivalent liability.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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## **8.2 Change in accounting standards (cont'd)**

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

This standard is expected to apply to certain transactions currently accounted for under *AASB 1004 Contributions* and establishes revenue recognition principles for transactions where the consideration to acquire an asset is significantly less than fair value to enable a not-for-profit entity to further its objectives.

## **8.3 Financial instruments**

### **(a) Objectives and policies**

The Corporation's principal financial instruments comprise cash assets, term deposits, receivables, payables. 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 are disclosed in relevant notes. 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 Corporation and appropriate procedures, controls and risk minimisation.

### **(b) Market risk**

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

#### ***Interest Rate Risk***

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

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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**8.3 Financial instruments (cont'd)**

**(c) Credit risk (cont'd)**

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.

**(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 1.8%.

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.

**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.

**8.5 Events occurring after balance date**

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

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

**Note 9 Other matters**

<b>9.1 Reserves</b>	<b>Balance at beginning of reporting period</b>	<b>Increment (decrement)</b>	<b>Balance at end of reporting period</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Discretionary Reserves</b>			
<b>2019</b>			
Plant replacement	457,918	(40,000)	417,918
Local history bequest	388,291	8,971	397,262
Defined benefits	300,000	50,000	350,000
Art book bequest	79,597	1,828	81,425
<b>Total Discretionary Reserves</b>	<b>1,225,806</b>	<b>20,799</b>	<b>1,246,605</b>
<b>Discretionary Reserves</b>			
<b>2018</b>			
Plant replacement	457,918	-	457,918
Local history bequest	399,193	(10,902)	388,291
Defined benefits	300,000	-	300,000
Art book bequest	78,355	1,242	79,597
<b>Total Discretionary Reserves</b>	<b>1,235,466</b>	<b>(9,660)</b>	<b>1,225,806</b>

**Discretionary reserves**

**Plant Replacement Reserve**

This reserve was established for future vehicle purchases and will be reviewed in 2019/2020.

**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 2019**

**9.2 Reconciliation of cash flows from operating activities to surplus/(deficit)**

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
Surplus for the year	48,248	44,212
Depreciation	1,154,637	1,210,686
(Profit)/loss on disposal of plant, resources and equipment	8,197	(5,892)
Contributions - non monetary assets	(31,336)	(9,030)
<i>Change in assets and liabilities:</i>		
Decrease in trade and other receivables	2,536	16,714
Increase/decrease in other assets	(18,001)	61,872
Increase/(decrease) in trade and other payables	(31,980)	25,768
Increase/(decrease) in trust funds and deposits	1,481	(673)
Increase/(decrease) in provisions	95,064	(7,980)
Net cash provided by operating activities	<b>1,228,846</b>	<b>1,335,676</b>

**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). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. Obligations for contributions to the Fund are recognised as an expense in Comprehensive Operating Statement when they are made or due.

**Accumulation**

The Fund's accumulation categories, 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 2019, this was 9.5% as required under Superannuation Guarantee (SG) 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 2019**

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**Note 9.3 Superannuation (cont'd)**

**Defined benefit (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.

As at 30 June 2019, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category of which the Corporation is a contributing employer was 106.0%. The financial assumptions used to calculate the VBIs were:

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

Vision Super has advised that the estimated VBI at 30 June 2019 was 107.1%.

The VBI is used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2018 interim 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 2018 interim actuarial investigation conducted by the Fund Actuary, the City makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2019, this rate was 9.5% of members' salaries (9.5% in 2017/2018). This rate will increase in line with any increases in the SG contribution rate.

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

***Funding calls***

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

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

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

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

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

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2019**

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**Note 9.3 Superannuation (cont'd)**

**Defined benefit (cont'd)**

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 2018 interim 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 conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2018 and a full actuarial investigation was conducted as at 30 June 2017.

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

	<b>2018</b>	<b>2017</b>
	<b>\$m</b>	<b>\$m</b>
A VBI surplus	131.9	69.8
A total service liability surplus	218.3	193.5
A discounted accrued benefits surplus	249.1	228.8

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 2018.

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 2018.

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 2018.

The Corporation was notified of the 30 June 2018 VBI during August 2018 (2017: August 2017).

**The 2019 interim actuarial investigation**

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2019 as the Fund provides lifetime pension in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2019.

## Certification of Financial Statements

### North Central Goldfields Regional Library Corporation

The City of Greater Bendigo provides accounting and payroll services by agreement with the North Central Goldfields Regional Library Corporation. 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

**Manager Financial Strategy**

Date : 19/09/2019

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 2019 and the financial position of the Corporation as at that date.

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

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

Cr Rod Fyffe

**Board Member**

Date : 19/09/2019

Bendigo, Victoria



Cr Cheryl McKinnon

**Board Member**

Date : 19/09/2019

Bendigo, Victoria

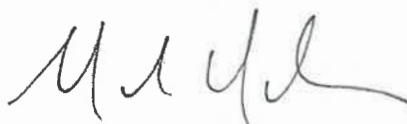


Mark Hands

**Chief Executive Officer**

Date : 19/09/2019

Bendigo, Victoria



# Independent Auditor's Report

## To the Board Members of the North Central Goldfields Regional Library Corporation

<b>Opinion</b>	<p>I have audited the financial report of the North Central Goldfields Regional Library Corporation (the corporation) which comprises the:</p> <ul style="list-style-type: none"> <li>• balance sheet as at 30 June 2019</li> <li>• comprehensive income statement for the year then ended</li> <li>• statement of changes in equity for the year then ended</li> <li>• statement of cash flows for the year then ended</li> <li>• statement of capital works for the year then ended</li> <li>• notes to the financial report, including significant accounting policies</li> <li>• certification of the financial statements.</li> </ul> <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2019 and its financial performance and cash flows for the year then ended in accordance with the relevant financial reporting requirements of the <i>Local Government Act 1989</i> and applicable Australian Accounting Standards.</p>
<b>Basis for Opinion</b>	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 <i>Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
<b>Board Members' responsibilities for the financial report</b>	<p>The Board Members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Local Government Act 1989</i>, and for such internal control as the Board Members determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board Members are responsible for assessing the corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>

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

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


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

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the corporation's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board Members
- conclude on the appropriateness of the Board Members' 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.

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MELBOURNE  
26 September 2019



Jonathan Kyvelidis  
*as delegate for the Auditor-General of Victoria*





## **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**

267 High Street  
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

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### **TARNAGULLA**

Tarnagulla Community Centre  
8 Sandy Creek Lane

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### **WEDDERBURN**

Wedderburn Community Centre  
24 Wilson Street

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