



ANNUAL REPORT

2015/16

OUR VISION

Contemporary libraries that connect, empower and inspire our communities.

OUR MISSION

To deliver library services that are accessible, relevant and support the social, economic and cultural needs of our communities.

OUR VALUES



Community

Teamwork

Respect

Innovation

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MESSAGE FROM THE CHAIRPERSON



I am delighted to introduce our Annual Report in this my first year as Chairperson. The year has been one of great progress and significant achievement for Goulburn Valley Libraries.

The Board has again seen significant change with

myself joining for the first time in November 2015 and gaining sufficient confidence from my fellow Board members to be elected as Chairperson. This is a great honour and I am very happy to have retained previous Chairperson and current Moira Shire Mayor, Gary Cleveland as my deputy to help with the transition.

Cr Colleen Furlanetto (Strathbogie) and Cr Dinny Adem (Greater Shepparton) retired from the Board in November 2015 and both took up Mayoral roles in their respective municipalities. This is a terrific achievement and one that reflects well on the capability of our Board members. They have both been great servants of the Board with Colleen in particular being of great support and a strong advocate for libraries. It was with great pride that she presided as Mayor over the opening of the new Violet Town Library in November 2015.

Cr Les Oroszvary returned to the Board as the Greater Shepparton councillor representative and Ms Fiona Blick joined as the new Moira Shire community representative. I am sure they will add great skills and experience to our Board.

It was with much sadness that we mourned the passing of long term Board member Ms Jessie McCallum. Jessie resigned from the Board in June 2015 and died in August after a brief illness. Her sudden departure shocked and saddened all who have worked with her. We were very lucky that someone with Jessie's skills and passion

gave freely of her time in order to confront and overcome the enormous financial challenges that faced the Board a few years ago. She will be sadly missed.

I was delighted to attend the opening of the new Violet Town Library in November 2015 by the Minister for Local Government, Natalie Hutchins. This was the culmination of a lot of hard work and advocacy by the Violet Town community who must be congratulated on their commitment.

After a long gestation period, work on the new Cobram Library finally commenced and will be completed and opened in late 2016.

We have supported the Council with its community fundraising efforts by first achieving Deductible Gift Recipient endorsement and then facilitating the fundraising committee and donations. This effort is on track to exceed the \$150,000 fundraising target set by Council as part of the project funding. Well done Cobram!

Work also commenced on our Service Transformation project to help modernise our service and library operations. The Board approved the \$368k project and appointed suppliers after a request for tender process. We have completed converting our entire collection to Radio Frequency Identification tags replacing barcodes. This will enable the installation of new self serve kiosks, security and returns equipment to enable an improved customer service experience for our patrons. A great leap forward for our libraries.

I would like to thank my fellow Board members, the CEO and staff of Goulburn Valley Libraries who have worked hard to improve our libraries during 2015/16.

Cr Debra Swan
Chairperson

MESSAGE FROM THE CEO



It has been a pleasure to work with the Chairperson, Board and Staff of Goulburn Valley Libraries as we have begun to implement our strategic direction articulated through our Library Plan 2015-19. I am pleased to report we have

made significant progress towards our Vision and Strategic Objectives in partnership with our member Councils during 2015/16.

Highlights of the year have included:

- Completion and opening of the new Violet Town Library
- Securing funding for an upgrade of Nagambie Library
- Commencement of construction of the new Cobram Library
- Improvements in collection quality through increased book stock spend and quantity reduction
- Commencement of the Service Transformation RFID project including the conversion of the entire collection from barcodes to RFID tags
- Implementation of our new brand and increased marketing and promotions activity
- Adoption of a new Supplemental Library Agreement to recognise our current Board membership
- Achievement of DGR status for all of our Libraries

- Cobram Library Community Fundraising campaign successfully achieving target
- Increasing opening hours at Shepparton and Mooroopna and increasing program activity across our Libraries
- Commencement of a project to identify a new site for a new Yarrawonga Library
- Strong financial performance with increased revenues to support project and activity levels and completion of an increased Capital program
- Maintenance of a minimum of \$1million cash balance to minimise financial risks
- Completion of a Library Plan and Strategic Resource Plan review

I look forward to our continued growth and development as a contemporary library service meeting the needs of our communities.

Kevin Preece
CEO

ABOUT THE CORPORATION

Goulburn Valley Libraries provides library services to the communities in the municipalities of City of Greater Shepparton, Moira Shire and Strathbogie Shire. We serve a population of 102,012 people over an area of 9,772 square kilometres.

We operate 10 Libraries by agreement in the townships of Mooroopna, Shepparton, Tatura, Cobram, Nathalia, Numurkah, Yarrawonga, Euroa, Nagambie and Violet Town.

We also operate a Mobile Library service that serves smaller towns and communities within the region.

A Central Administration centre at Shepparton supports the library operations by providing shared support services and logistics.



OUR BOARD

MOIRA SHIRE



Cr Gary Cleveland
Deputy Chairperson
Moira Shire Council



Ms Leanne Mulcahy
Moira Shire Council
Executive representative



Ms Fiona Blick
Community representative
(joined Feb 2016)

GREATER SHEPPARTON



Cr Les Oroszvary
Greater Shepparton City Council
(joined November 2015)



Cr Dinny Adem
Greater Shepparton City Council
(retired Nov 2015)



Mrs Kaye Thomson
Greater Shepparton City Council
Executive representative



Mr Derek Poulton
Community representative

STRATHBOGIE SHIRE



Cr Debra Swan
Chairperson
Strathbogie Shire Council



Cr Colleen Furlanetto
Strathbogie Shire Council
(retired Nov 2015)



Mr David Woodhams
Strathbogie Shire Council
Executive representative



Ms Amanda Tingay
Community representative

Our Corporation is governed by the Goulburn Valley Libraries Board. The Board is made up of nine representatives: a Councillor, an Executive representative and a Community representative from each municipality. The Board met on seven occasions throughout 2015/16.

We were saddened by the death of former Board member Jessie McCallum in August 2015 after a short illness. Jessie retired from the Board in June 2015. Jessie will be sadly missed as her passion and expertise helped the Corporation achieve financial stability.

Cr Colleen Furlanetto and Cr Dinny Adem both retired in November 2015. Cr Debra Swan joined the Board as the Strathbogie Councillor representative and was elected Chairperson while Cr Les Oroszvary returned as the Greater Shepparton Councillor representative.

Moira Shire nominated Ms Fiona Blick to the vacant Community Representative Board position following an expression of interest process and she joined the Board in February 2016.

The Finance and Audit Committee membership is made up of the three Senior Executive representatives from each member Council and the Community representative from Greater Shepparton.

Board Meeting Attendance

	Board Meetings Attended	Finance Committee Meetings
Cr Gary Cleveland	7	-
Cr Colleen Furlanetto	1	-
Cr Debra Swan	5	-
Cr Les Oroszvary	1	-
Cr Dinny Adem	2	-
Leanne Mulcahy	5	4
David Woodhams	6	4
Kaye Thomson	4	3
Derek Poulton	7	4
Fiona Blick	2	-
Amanda Tingay	4	-

Board members also attended numerous community and associated Library events, such as the opening of the Violet Town Library, the visit by the State Library Board of Victoria Public Libraries Committee and other Library project meetings.



GOVERNANCE

Equal Employment Opportunity

We continue to have a strong focus on equal employment opportunity with measures in place to ensure the workplace is free of discrimination and harassment.

No complaints have been lodged with the Equal Opportunity Commission about the Corporation's activities.

Freedom of Information

The public has the right under the *Freedom of Information Act* to apply for access to Corporation information, including viewing documents and/or obtaining personal copies. No formal requests were received during 2015/16. In addition the Corporation makes available the required documentation pursuant to the *Local Government Act 1989*.

New Supplemental Library Agreement

The Board approved a new Supplemental Library Agreement. The Agreement was signed and sealed by all three member councils and submitted to the Minister for Local Government for approval and gazetting. The new Supplemental Agreement ensures that the current nine member Board structure is reflected in the Library Agreement.

Protected Disclosure (formally Whistleblowers)

We are committed to the aims and objectives of the *Protected Disclosure Act* which are designed to protect people who come forward with a disclosure about improper conduct by public bodies or public sector employees. We do not tolerate improper conduct by employees or Board members, nor the taking of reprisals against those who come forward to disclose such conduct. During 2015/16 there were no disclosures, matters, requests or applications made under the provisions of the Act.

How we managed our Risks

The Corporation manages some of its more significant risks through appropriate insurances. We have placed our required insurances with:

- MAV Insurance Liability Insurance for Public and Products Liability and Professional Indemnity
- Jardin Lloyd Thompson Pty Ltd for Industrial Special Risks (i.e Assets), Directors' and Officers' Liability, and Personal Accident – Corporate Travel
- QBE Insurance for Workcover Insurance
- Zurich for Motor Vehicle Insurance.

Review of Local Law 1

The Board undertook a review of the general Local Law 1 – 2010. A new draft Local Law – 2016 was drafted and the Board resolved to propose a new Local Law and will commence the process to make the Local Law – 2016 in 2016/17. The purpose of the new draft Local Law -2016 is to;

- Provide a mechanism to facilitate and govern Board meetings
- Regulate and control use of the Corporation's seal
- Provide for the administration of the Board's powers and functions
- Regulate conduct in Corporation Libraries
- Enable remote participation in Board meetings
- Clarify the quorum required for Board meetings
- Provide for minor administrative updates.

OUR PEOPLE

We continue to provide engaging employment for people within our region. We provide a variety of roles and employment types with a majority of employees working on a part time or casual basis. We employ "Junior Shelveers" in 4 of our libraries. These are generally school age students working part time placing returned items to the shelves, assisting the library staff. These make up 39% of the casual staff numbers.

A high proportion of the library staff are female and are employed either in a casual or part time capacity. This allows for our staff to accommodate lifestyle and family commitments.

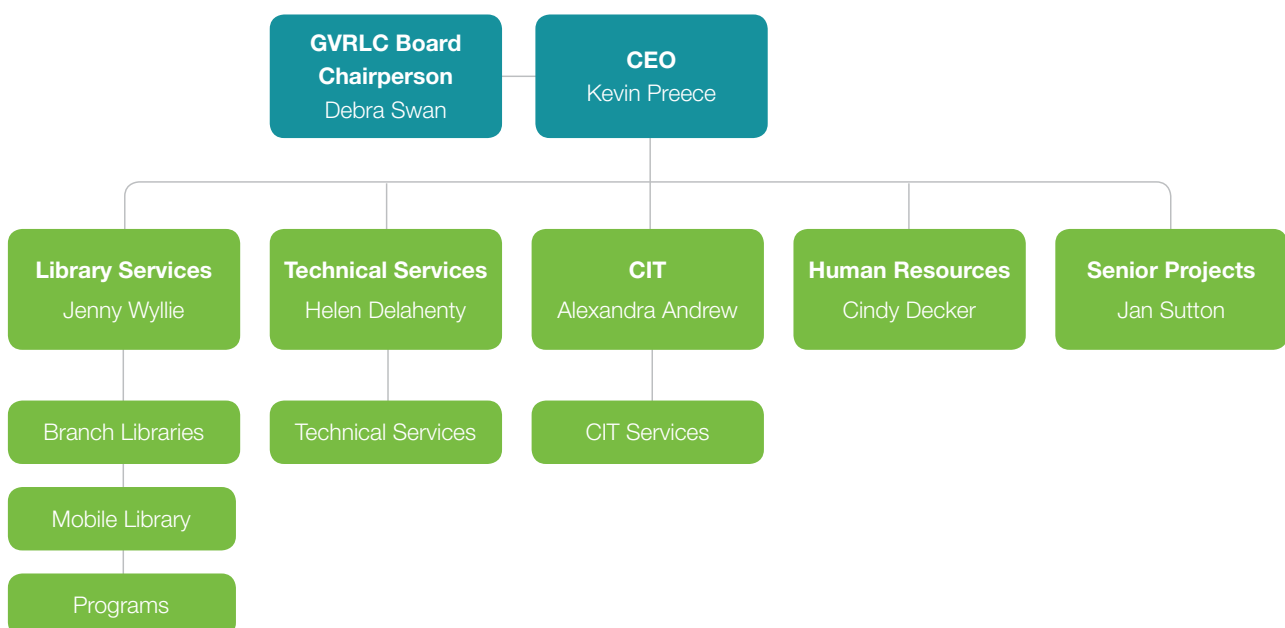
The increase in FTE is due to greater permanent staff hours required to accommodate increases in open hours at Shepparton, Mooroopna and Euroa libraries, improving the service to these communities.

	2012/13	2013/14	2014/15	2015/16
Total employees	76	62	67	71
Permanent Full Time	9	9	10	10
Permanent Part Time	27	27	28	28
Casual	40	26	29	33
FTE	22.34	23.65	24.16	25.16
Male	13	12	11	10
Female	63	50	56	61

The Leadership Team comprises:

- Kevin Preece, Chief Executive Officer
- Jenny Wyllie, Library Services Manager
- Helen Delahenty, Technical Services Manager
- Alexandra Andrew, Communications and Information Technology Manager
- Cindy Decker, Human Resources Coordinator
- Jan Sutton, Senior Projects Librarian

Organisation Structure



LIBRARY PLAN REVIEW

Strategic Objectives – What we want to achieve

We have built our Library plan around the achievement of four strategic objectives. In 2015/16 we made progress against our objectives by:

1. Highly valued well-utilised contemporary community spaces

- We increased people space at our new Violet Town library
- Our collection size was significantly reduced, enabling more seating options.
- We completed layout reviews for Violet Town, Cobram and Nagambie libraries using consultant Kevin Hennah.
- We secured funding for an upgrade for the Nagambie library.
- Cobram library design was completed and construction commenced.
- We provided leadership for the Cobram Community Fundraising efforts.

2. Libraries that grow with, adapt to and meet community needs

- We increased our promotions and marketing efforts and completed our re branding implementation.
- We increased our opening hours at Mooroopna and Shepparton libraries.
- We increased the number of programs with the location of the children's librarian at Shepparton.
- We delivered Tech Savvy Seniors classes and regular technology training programs.

3. Fresh and appropriate library collections

- We continued to increase our eResource collections.
- We increased the spend on our library collections by \$50k.
- We removed over 60,000 items from the physical collections.

4. A sustainable, capable and service-focused organisation

- We completed performance reviews for all staff.
- We did not record any Lost Time Injuries.
- We completed OHS inspections of all libraries.
- We achieved expenditure within 1% of approved budget.
- We achieved our \$1m target cash holding.
- We had strong oversight through the new Finance and Audit committee.
- We completed a business case and commenced a project to implement RFID technology into our libraries.
- We maintained the confidence of our member Councils.
- We achieved approval of a new Supplemental Library Agreement to reflect our actual Board structure.

HIGHLIGHTS

Marketing and promotions

Following the adoption of a new corporate brand identity, we embarked on an increased marketing and promotions campaign to raise our community profile and build brand awareness.

Activities undertaken included:

- Replacing all external library signage to accord with new branding and new exterior A Frame signs
- Installing fixed promotional flag footings at our libraries and obtaining promotional flags to increase roadside visibility.
- Purchasing new promotional pull up banners and ancillary promotional materials.
- Development and printing of new corporate brochures.
- Gradually implementing new brand to corporate stationary and library flyers as stock needs replacement.
- Several print media advertisements in local papers to promote brand and product and services.
- Print advertisements in regional promotional magazines.
- Development and running of a new TV advertisement on Win TV.
- Presence at local shows including Euroa, Dookie and Cobram.
- Adoption of a Corporate Uniform with prominent logo.
- Presentations to several Service Clubs and Probus groups.



We now have DGR endorsement

On 1 July 2015 Goulburn Valley Libraries received Deductible Gift Recipient (DGR) endorsement from the Australian Tax Office for each of its 10 libraries and the Mobile Library. This effectively means that any financial gift or donation made to these Libraries is tax deductible!

To ensure appropriate governance of any collected funds the Board adopted special Governance Rules for Management of Gift Funds collected under DGR Endorsement and submitted these to the ATO for acceptance.

We also developed a new brochure to guide people who may want to make Donations, Gifts and Bequests to the Library.

Cobram Library community fundraising exceeds target

As part of the funding package for the new \$1.8m Cobram Library, the Moira Shire determined that \$150,000 should be sought from the community. A Fundraising Committee was formed and Goulburn Valley Libraries agreed to auspice and facilitate the community fundraising efforts.

A Fundraising Prospectus was developed that articulated the need, ways to contribute and benefits and recognition. A public sign with fundraising barometer was erected at the building site to raise awareness and highlight progress.

Activities undertaken by Goulburn Valley Libraries and the committee included:

- Developing and printing the Fundraising Prospectus
- Holding a business networking evening
- Letters and personal approaches to local businesses
- Dedicated Facebook page
- Local media articles and press releases to promote fundraising
- Highlighting significant donations in the media
- Presentations to community groups
- A Library Luncheon featuring Rosalie Ham at the Barooga Golf Club

Significant donations and commitments received include:

- RACV Club Cobram - \$130,000
- Barooga Sports Club - \$20,000
- Cobram Community Enterprise - \$20,000

- Rotary Club of Cobram - \$10,000
- Kellaway Industries - \$5,000
- Boorondara Moira Cares - \$1,090
- Cobram Italian Social Club - \$1,000
- Stokes Auto Electrical - \$1,000
- Mr RA McKenzie and Mrs Anna Creighton - \$1,000
- Soroptomists International of Cobram - \$1,000
- Mustica Motors - \$1,000
- A1 Engineering - \$1000
- Tony and Lesley Xerri - \$1000
- Apex Club of Cobram Barooga - \$1000
- Ricardo and Edna Hafon - \$550
- Kiwanis Club of Cobram Barooga - \$500
- Perta Thomson Partners - \$500
- Tony Mercer - \$500
- Brian and Joanne Walsh - \$500
- Central Murray Credit Union - \$500
- Bouchier Family - \$500
- Les Martin - \$500
- M & J Briody - \$500
- ACE Sheds - \$500
- Friends of Yarrawonga Library - \$500
- John Moore Torbet - \$500
- Gary and Marilynne Cleveland - \$500

Major donors will receive naming right recognition at spaces in the new library while significant donors will be recognised on the ceiling feature.

At 30 June 2015 over \$200,000 has been raised or committed to the Library. This is a significant effort from a small community and will ensure the project is fully funded.





Library lunch with Rosalie Ham

We held a successful Library fundraising lunch featuring the author of *The Dressmaker* Rosalie Ham. The lunch attracted over 160 people to the Barooga Golf Club on Friday 13 May 2016. The lunch was organised by the Cobram Library Fundraising Committee as part of the library community fundraising appeal.

Rosalie gave an entertaining presentation that had the crowd engaged and laughing. Nearly \$3,000 was raised towards the appeal on the day.

Our collection quality improves

A key strategic focus has been to improve the quality of our in Library materials. ALIA guidelines define the indicator for collection quality is "the percentage of library materials purchased in the previous 5 years". To improve our collection quality we set a reducing collection size target and increased our budget spend on new materials.

Our physical collection reduced from 198,681 items to 160,596 items over the year. This was greatly helped by aggressive weeding of underutilised and older, poorer quality materials during our RFID tagging process.

Our expenditure on Library materials increased from \$273,471 to \$302,006.

As a result our quality indicator increased from 35.94% to 41.94% of total physical collection purchased in the previous five years.

Including eResources our quality indicator is now 43.7%.

Service transformation (RFID) project underway

We commenced our Radio Frequency Identification (RFID) journey on 15 June 2015 when consultant Alan Butters conducted a workshop for all staff at the Goulburn Valley Hotel. This workshop introduced staff to the concepts and benefits of RFID technology and the potential service improvements that can flow from its introduction.

Following this workshop we developed a Business Case based on the implementation of the equipment, achieving service benefits for patrons and productivity through the liberation of staff time spent conducting repetitive transactions. The Business Case and budget was approved by the Board at the September 2015 meeting.

A specification was prepared and a Request for Tender and selection process was held from November 2015 to March 2016. FE Technologies were awarded the supply and maintenance contract on 6 April 2016.

Conversion of all library stock from barcodes to new RFID tags commenced on 26 April and was completed on 27 June 2016. This was a fantastic effort to tag over 160,000 items across 12 locations in 10 weeks. A combination of in house and contract resources were used in two teams to complete the tagging.

Installation of the new equipment will commence in early July 2016.

State Library Board Committee visit Shepparton

On 25 May 2016 we hosted a visit from the State Library of Victoria Board's Advisory Committee on Public Libraries. The Committee is committed to getting out into regional and rural areas to meet public library staff and visit facilities as part of their annual program.

Our visitors included:

- Kate Torney, newly installed CEO of the State Library Victoria
- Dennis Goldner, State Library Victoria Board
- Cr Rod Fyffe, Municipal Association of Victoria
- Patti Manolis, Public Libraries Victoria Network
- Michael Byrne, Public Libraries Victoria Network
- Camille Cullinan, Public Libraries Victoria Network
- Debra Rosenfeldt, Manager Public Libraries, State Library Victoria

Several Goulburn Valley Libraries staff from our Administration centre and Shepparton Library attended an informal luncheon in the Shepparton Library courtyard with our visitors.

Goulburn Valley Libraries Board Chairperson Debra Swan welcomed the delegation. CEO Kevin Preece made a presentation focussing on Goulburn Valley Libraries governance, operations, current activities and direction and Shepparton Library Team Leader Melissa Black provided a library tour.

The visit was appreciated by all at Goulburn Valley Libraries and feedback received through the State Library representatives demonstrated the value they received from the visit.

2016 Community Survey - We are making a difference

In June 2016 we participated in the Regional Libraries Syndicate Community Survey for the first time. This is a regular statistical survey of participating Library services conducted since 2004 featuring both regional and metropolitan library services. For Goulburn Valley Libraries a sample of 200 respondents was achieved with 60 returns over the Internet and 140 through Computer Aided Telephone Interviews.

In general the data provides a snapshot in time to measure future progress and to benchmark against similar regional library services and larger metropolitan services.

It is proposed to participate in the survey every two years to measure trends and map progress.

The survey provides important user and non user demographic, service preference and usage information.

While overall satisfaction levels from respondents was high, a useful insight was gained into the benefits of the library service to patrons through a question asking how the library assists lifestyles?

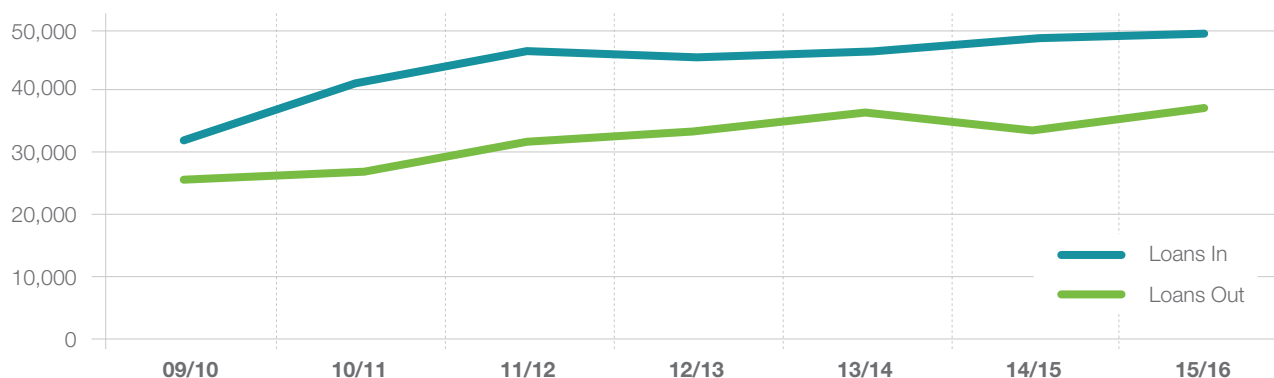
- 49% agreed that the library supports their learning!
- 32% agreed the library helps them engage with the community!
- 52% agreed the library is a recreational outlet for them!
- 23% agreed the library helps them be creative!

Each of these outcomes was greater for Goulburn Valley Libraries than the total state wide syndicate responses.

Our libraries are making a difference in the community!

OUR SWIFT LIBRARY PARTNERSHIPS

SWIFT Loans Over Time



SWIFT intra-library loans continues to grow

The reservation service, which includes access to some 2.9 million SWIFT consortium items has continued to grow. On Line reservations totalled 36,938 and we lent out 47,995 items to other libraries through SWIFT and Library Link (LLV) inter-library loans.

The Eastern Regional Libraries, who were a founding and significant member of the SWIFT consortium of Libraries determined to leave the consortium and operate independently. This came into effect on 1 July 2015. All Eastern Regional Libraries data has been removed from the system. Eastern Regional Libraries were a net borrower from Goulburn Valley Libraries. This will have a minor impact on our annual fees and will reduce the amount of material available to our borrowers.

The removal of Eastern Regional Libraries has not had an impact on the volume of loans in or out from the SWIFT libraries.

SWIFT One Card – One card, many libraries

From 1 July 2015 all members of libraries in the SWIFT consortium were able to use their existing card to borrow directly at any of the member Libraries and return items directly at any SWIFT Library.

In the first year of operation Goulburn Valley Libraries patrons borrowed and returned 3,002 items directly using the One Card facility. The library services that our patrons most frequented were Campaspe Libraries, High Country, Mitchell Shire, Melton Libraries, Yarra Libraries and Casey-Cardinia libraries.

5,373 items from our libraries were directly borrowed by patrons from other SWIFT libraries. The patrons came mostly from High Country, Mitchell Shire, Campaspe, West Gippsland, Melton, and Yarra Libraries.

LIBRARY OPERATIONS

The pending introduction of RFID technology provided the opportunity for branch staff to evaluate their collections to ensure they are current and relevant to their communities. Our staff have utilised back of house operational procedures such as shelf reading plans and weeding plans to rejuvenate branch collections. Reduction of collection size has enabled items to be moved from bottom or high top shelves, therefore improving access and revitalising how they are displayed. We are now able to showcase our collections with face-out displays, create genre-specific collections and create the welcoming community space we aspire to be.

The new Violet Town Library was officially opened on Tuesday 17th November, 2015. The community has embraced the new library with loans and visits increasing, and the Primary School and kindergarten now making regular visits.

Our rebrand is now complete with all branches receiving flags for placement on the street. This is a bright, visual reminder of the library and is extremely effective in advertising the library.

We have registered to participate in the eSmart Libraries program, which is designed to equip Library staff and users with the skills needed for safe and responsible use of technology. We are in the early stages of introducing this across the region.

Professional development undertaken by staff has included:

- Monica Dullard presents Delivering Dynamic Story Times
- STEM in libraries Children's & Youth Seminar
- Advanced Partnerships Course
- Future is Now Mini-Conference

Increased opening Hours at Mooroopna and Shepparton

During 2015/16 we increased the opening hours at the Mooroopna Library and the Shepparton Library. At Mooroopna we eliminated the lunchtime closure during week days and at Shepparton we eliminated the Wednesday morning closure. We provided an increase of 347 opening hours for the year at these libraries. This has resulted in a much better service to these libraries patrons.



COMMUNITY ENGAGEMENT AND LIBRARY PROGRAMS

Goulburn Valley Libraries continues to take the library into the community, with story time in the park being offered at various branches throughout the year. Mooroopna Library staff attended the Mooroopna Market, Cobram and Numurkah staff held displays at the local Agricultural Shows and the Mobile Library attended at both Dookie and Euroa shows. Participation at community festivals such as Lifestyle Fair at Yarrowonga, Harmony Festival display at Cobram and Converge Festival in Shepparton help to raise the profile of the library in the community.

We encourage Council and community partnerships, and seek funding to provide programs targeting a specific audience. The Numurkah Library received a grant from Continence Australia to conduct "Laugh out Loud", a 4-week program about continence. Community Grants were also received from Moira Shire for programs for "Art in the Library" and "A New Idea for Salads".

Craft and Cuppa mornings continue to increase in popularity, with these programs being offered across our branches using various delivery models. Local artists display their works, staff have been guest speakers at Probus meetings, and Trees of Remembrance are displayed in our libraries.

Goulburn Valley Libraries' commitment to improving digital literacy continues, offering iKids and iTots sessions, and eLearning for adults. The increasing reliance on the internet by government and other agencies continues to place demands on staff for assistance on a regular basis. Shepparton hosted a Department of Human Services information session on how to 'Go Digi', to instruct on how to use MyGov and eGov, a program which will be rolled out to other branches in the coming months. Also to be offered in the coming months are Tech Savvy Seniors classes in English and other community languages.

Children and Youth programs

Name of Program	Number of Programs in libraries	Number of Programs in the community	Number of attendees
Baby Rhyme Time	50	0	1,474
Rhyme & Story Time	173	10	4,644
Preschool & Children's Centres	24	0	355
Mother Goose	11	0	55
Kindergarten Visits	159	6	3,453
Primary School Visits	107	28	2,669
School Holiday Programs*	83	1	1,216
Special Development Schools	15	1	223
Homework Clubs/Study Groups	79	0	202
New Mum's Groups/MCHC	22	1	224
Author Visits	2	0	80
Digital Literacy	65	0	275
Other – ELF/Show/Family Reads	8	5	645
Total	798	52	15,515

* Includes Summer Reading Club

Adult programs

Name of Program	Number of Programs in libraries	Number of Programs in the community	Number of attendees
All Abilities Programs*	78	0	495
Author Visits	18	0	274
Adult Programs**	116	21	1,915
Book Club/Book Chat	61	0	459
Friends of the Library	54	0	1,071
Knitting Group	71	0	580
Family History	13	1	43
eLearning***	82	0	171
Craft Programs	214	0	1,542
Library Tours	18	0	311
Koori Programs	7	2	176
Invigilation	6	0	19
Total	738	24	7,056

* Includes PALS, Shepparton Access, GV Connect

** Includes Employment Groups, Senior Citizens, Rotary, U3A, Meditative Painting, Craft & a Cuppa, Reconciliation Week

*** Includes eBook, iPad and, eHealth classes

Children's Book Week, Summer Reading Club and National Simultaneous Storytime are regular events on the library calendar, encouraging and supporting childhood literacy. Playgroup Week is another opportunity to engage with the local community.

Library staff make every effort to liaise with local schools, kindergartens and childcare centres, enjoying regular visits to branch libraries, and reciprocating when possible. Library staff are flexible in timing of these visits, with some branches having limited opening hours.

Goulburn Valley Libraries participates in national and state events, such as The Summer Read, Library & Information Week, Seniors Festival and we supported the Biggest Morning Tea and Cooking for Copyright. Locally we attended La Trobe University open day and the Out in the Open Festival, laid a wreath at Numurkah on ANZAC Day, held antique appraisal days and planted trees for National Tree Day.

Harry Potter Night and Star Wars May the 4th were celebrated. Groups knitted, crocheted and played scrabble, and Read Around their local communities.

Branch libraries celebrated community cultural events such as NAIDOC Week with colouring competitions for children. Reconciliation Week was celebrated with a morning tea at Mooroopna branch, while during Refugee Week the Shepparton branch hosted a morning tea and guest speaker. Kella Robinson has visited many primary schools in the area as our Koori Officer.

We will continue to explore new and innovative ways to engage with our communities, offering programs both in the library and outside in the community, that will contribute to the cultural, recreational and educational well-being of our communities.

Authors visit our libraries

During the year, eight authors who write for adults gave a total of 15 talks about their books at Branch Libraries across the region.

Wendy Altschwager

Rural fiction author Wendy Altschwager visited Yarrowonga and Numurkah Libraries on Monday 6 July 2015, and Shepparton Library on Tuesday 7 July 2015, to talk about her latest novel *The Pledge*. Wendy's novels are set in rural Australia and draw on her own experiences as a farmer's wife.

Merima Jackson

Merima Jackson gave a talk at Numurkah Library, and at Shepparton Library, on Friday 24 July 2015, about her novel *Schicksal: based on a true story: two lives torn apart by war, cradled in the palm of fate*. Merima's book is based on the story of her parents, a Serbian soldier and a German nurse, during World War 2.

Bill Wakeling

Bill Wakeling spoke about his second novel *The Kremlin Connection* at Euroa and Shepparton Libraries on Friday 21 August 2015. Bill's novels are a combination of adventure, espionage and political intrigue.

Anne Vize

September 2015 was Dementia Awareness month and author Anne Vize spoke about the benefits of shared reading for people who are living with dementia at Nathalia Library on Friday 4 September 2015. Anne is the author of over 30 titles, including *Reading in the Moment: activities and stories to share with adults with dementia*.

Judith Rostron

Judith Rostron gave a talk about her book *Hot to Trot: travels of an Aussie babyboomer* at Yarrowonga Library on Monday 5 October 2015. Over 40 years, solo or in small groups, Judith has been able to travel in places where there are rarely tourists – Central America, Laos, Burma, Shetland, southern France and remote parts of China.



Suellen Drysdale

Local author Suellen Drysdale launched her latest book, *Forgetful Gran's Muddle Rhymes: served with a spoonful of nonsense*, at Shepparton Library on Sunday 18 October 2015. Suellen has also published two children's adventure fantasy novels. Suellen is the Vice President of the Goulburn Valley Writers' Group, and is the Judge for the Junior Short Story section of the Joseph Furphy Commemorative Literary Prize.

Deborah Benson

Deborah Benson gave talks about her book *Judicial Murder: the Crown vs David Young* at Nagambie Library on Wednesday 9 December, and Numurkah and Shepparton Libraries on Thursday 10 December 2015.

Sallyanne Pisk

Sallyanne Pisk, a nutritionist and Accredited Practising Dietitian with over 20 years experience, spoke about her book *Eating for You: your personal guide to mindful eating and living for health and wellbeing* at Yarrawonga Library on Monday 7 March, at Shepparton Library on Tuesday 8 March and at Euroa Library on Wednesday 9 March 2016.





2015 Joseph Furphy Commemorative Literary Prize

The Joseph Furphy Commemorative Literary Prize was held for the twenty-third year. The prize money is very generously sponsored each year by the Furphy Foundry Pty Ltd.

In 2015, 355 entries were received, the second highest number of entries ever received. The Literary Prize received 100 Junior short story entries, 32 Youth short story entries, 87 Open short story entries, 44 Youth poetry entries and 92 Open poetry entries. This was only 15 fewer than the highest number of 370 entries received in 2010.

The Presentation Morning for the 2015 Joseph Furphy Commemorative Literary Prize was held on Sunday 6 December 2015 at Shepparton Library.

The Guest Speaker was Fleur Ferris, who spoke about her novel for young adults, *Risk*, published in 2015.

Award winning Australian writing 2015

The winner of last year's Open Short Story section of the Joseph Furphy Commemorative Literary Prize, Margaret Betts, had her story, *Little Ray of Sunshine*, included in the 2015 edition of *Award Winning Australian Writing*.

Book Clubs

There are 23 Book Clubs across the region, with 11 Book Clubs in Shepparton, one in Tatura, two in Yarrawonga, one in Cobram, three in Numurkah and five in Euroa. Our Book Clubs are a great service provided by the Library to facilitate group reading experience and literary discussions.

An evening for the Book Clubs in Euroa, to look at a copy of all the books on the Book Club Titles List for 2016, was held on Thursday 1 October 2015. The Friends of the Euroa Library generously funded the venue and the catering for the evening, with the event being held at, and catered by, the Euroa Café.

2015 Dungala-Kaiela Writing Awards

The Dungala-Kaiela Writing Awards were run for the fourth year in 2015. The Writing Awards are open to all Aboriginal and Torres Strait Islander people with a connection to our region. The Fairer Futures Fund, Dungala Kaiela Foundation, Rumbalara Aboriginal Co-operative, Viney Morgan Aboriginal Medical Services Cummeragunga, Greater Shepparton City Council and the Shepparton Region Reconciliation Group generously sponsor the Writing Awards, including the prize money.

The number of entries again increased in 2015, with 93 entries being received.

The Presentation and Celebration Evening for the 2015 Dungala-Kaiela Writing Awards was held on Friday 30 October 2015 at the Rumbalara Football and Netball Club in Shepparton.

The Guest Speaker was Jackie Yowell, a generous sponsor of the Writing Awards through the Fairer Futures Fund. Jackie has had an extensive career in publishing and editing, and spoke about the process of publishing a book close to her heart, *Not just Black and White: a conversation between mother and daughter*, written by Lesley and Tammy Williams and published in 2015.

Sharon Charles, the Dungala-Kaiela Writing Awards Community Co-ordinator, Kella Robinson, Goulburn Valley Libraries Koori Officer, and Libby Woodhouse, member of the Shepparton Reconciliation Group, all worked very hard to make the 2015 Dungala-Kaiela Writing Awards such a success.

"Gloria's Handbag" performed at our libraries

The play *Gloria's Handbag*, a modern magical mystery with music from *The Magic Flute*, was performed at Shepparton Library on Saturday afternoon 14 May and at Numurkah Library on Sunday afternoon 15 May 2016.

Gloria's Handbag starred Helen Moulder, in a cast of one, portraying six characters. Presented by Willow Productions, *Gloria's Handbag* was written by Helen Moulder and Sue Rider, and directed by Sue Rider.





Good to have friends

We continue to receive support from our many Friends groups throughout our region. Friends of the Library groups play a major role in providing volunteers, financial support and promotion of the Libraries services in our communities. Currently there are Friends groups supporting our Libraries at Mooroopna, Shepparton, Euroa, Yarrawonga and Numurkah.

We are grateful for the support of Friends of the Library groups who over the past twelve months have provided material items such as display stands, books and DVDs to supplement the collection. They fundraise through book sales, raffles and the Euroa Friends operate a second hand book shop. Friends groups also assist in the delivery of the Home Library Service, and support our programming by providing materials and catering for events.

The Summer Read 2016

Goulburn Valley Libraries participated in The Summer Read 2016. The Summer Read commenced on Monday 30 November 2015 and concluded on Sunday 14 February 2016. The Summer Read is run annually by the State Library of Victoria and the Public Libraries Victoria Network.

The program celebrates the diversity of Victorian writing and encourages Victorians to take time out with a good read. Ten titles written in 2015 by Victorian authors, or set in Victoria, were selected as The Summer Read titles. Five copies of each of the 10 titles were purchased by Goulburn Valley Libraries, and promoted to Library users. Readers again had the opportunity to win prizes provided as a part of The Summer Read program, by reading a Summer Read title and then recommending another book they had enjoyed.

Library Lovers Day

Library Lovers Day took place on Valentine's Day, Sunday 14 February 2016. There were "Love This Book" displays, with staff and borrowers putting on display books they recommended, at a number of Branch Libraries.

Our Mobile Library service

Over the past twelve months the Mobile Library Service has maintained a commitment to service our smaller and remote communities.

In the past year the Mobile Library service visited 22 regular sites across our region. The library service provided 410 visits to these sites and welcomed 7,406 visits from our communities.

The Mobile library service stops are located at:

City of Greater Shepparton

Sirius College, Toolamba, South Shepparton Community House, Tallygaroopna, Murchison, Invergordon, Dookie, Katandra West and Merrigum.

Moira Shire

Picola, Bearii, Barmah, Waaia, Katunga, Strathmerton, Katamatite, St James and Tungamah.

Strathbogie Shire

Avenel, Longwood and Strathbogie.

Home Library service reaches many

The Home Library Service is provided to residents in Shepparton, Mooroopna, Nagambie and Yarrawonga . This is made available with the support of volunteers from the Friends of the Libraries.

Currently there are 35 volunteers visiting 38 patrons in private homes and residential care facilities. Library staff have also arranged monthly bulk loans with some facilities in Shepparton and Nagambie as well as a monthly visit to Banksia Lodge in Shepparton where there are 12 people presently receiving the service.

At Yarrawonga volunteers deliver crates of books, magazines, audio books and DVDs to the Karana and Warrina institutions on a monthly basis.

As the demand continues for the Home Library Service we will need to recruit more volunteers to assist in delivering this outreach service.

The community borrowed 15,316 items from the Mobile Library service



THE PHYSICAL LIBRARY

Violet Town Library opened

The Minister for Local Government the Hon. Natalie Hutchins MP, opened the new Violet Town Library on 17 November 2015. This was a red letter day for the people of Violet Town who have long advocated for a new Library to replace the small and unsuitable space that the library occupied in the current civic buildings.

In July 2014 the funding through the state governments Living Libraries program was announced. This complemented contributions from the Shire of Strathbogie and the Violet Town Action Group (VTAG) who were extensively involved in the early planning and advocacy for the new library.

The opening was a great community celebration attended by several Board members, Strathbogie Shire councillors, officers of the Department of Environment, Land, Water and Planning, library staff, school children, members of VTAG, community members and library users.

Former long standing Board member and newly installed Strathbogie Shire Mayor, Cr Colleen Furlanetto presided at the opening and was very proud to have the honour of delivering a new Library for the people of Violet Town.

The new library features an open and light look and feel with clean modern styling and bright comfortable furniture. The new shelving is low to improve accessibility and on castors to enable flexibility of layout and provide room for events and activities.

Violet Town Library Coordinator Denise Jackson has not stopped smiling since the opening and the new library has proven popular with increases in patronage and loans.

New Cobram Library construction starts

Work commenced on the new Cobram Library in February 2016 and was well progressed at 30 June 2016. It is anticipated that construction work will be completed by October 2016 to enable operations to commence in late 2016.

We have consulted the Cobram Secondary College as planning progressed to ensure that a smooth transition will take place when we no longer need to occupy the shared library at the school. We have enjoyed a good working relationship with the College over the years but certainly look forward to gaining an independent location.



Yarrowonga site feasibility commences

Moira Shire commenced a project to undertake a Future Needs Analysis and Site Identification for a new Library for Yarrowonga. Council and the community believe that the current library is undersized for the current and future needs of the Yarrowonga community.

Council have engaged consultants Urban Enterprise to undertake the project which is the important first step towards a new Library. Their report will inform the selection of a preferred site for a new library and the development of a concept plan to enable council decisions and funding applications to be made.

A Community Steering Committee has been convened to guide the project with strong participation from Goulburn Valley Libraries staff and Board.

Nagambie Library refurbishment

At the Violet Town Library opening the Minister also announced that the Strathbogie Shire has been awarded a \$90,000 Living Libraries grant to renovate and refresh the existing Nagambie Library. Both Strathbogie Shire and Goulburn Valley Libraries have committed further \$10,000 each towards the project.

The project will include an external facelift and a complete internal refresh, including creating new children, teen and adult spaces, new service desk, new carpet, repainting, shelving upgrade, new furniture and new internal and external signage.

The project is expected to be completed by January 2017.



RFID library modifications

As part of the implementation of the new RFID technology at all our libraries, we have had to make necessary modifications to enable the installation of equipment and altered operations.

Power and data points were added and modified at nearly all locations and underfloor cabling installed for security gates at Shepparton, Yarrowonga and Euroa. Service desks were modified at Shepparton, Euroa, Yarrowonga, Tatura, Numurkah and Nathalia. New returns chutes were installed at Violet Town, Mooroopna, Yarrowonga and Nagambie.

Works required for RFID installation at the new Cobram Library will occur as part of the construction project when required.

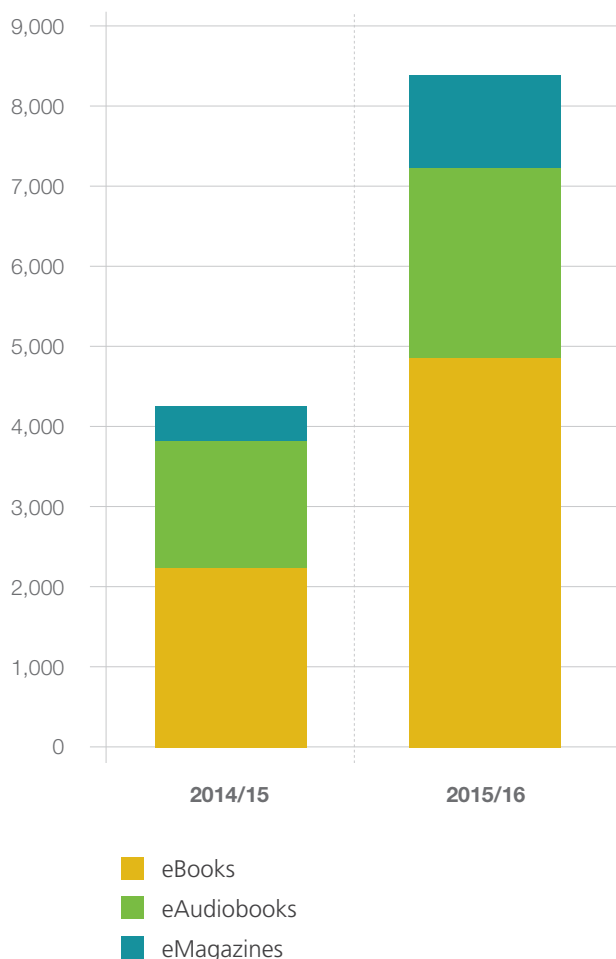
THE VIRTUAL LIBRARY

Web hits grow

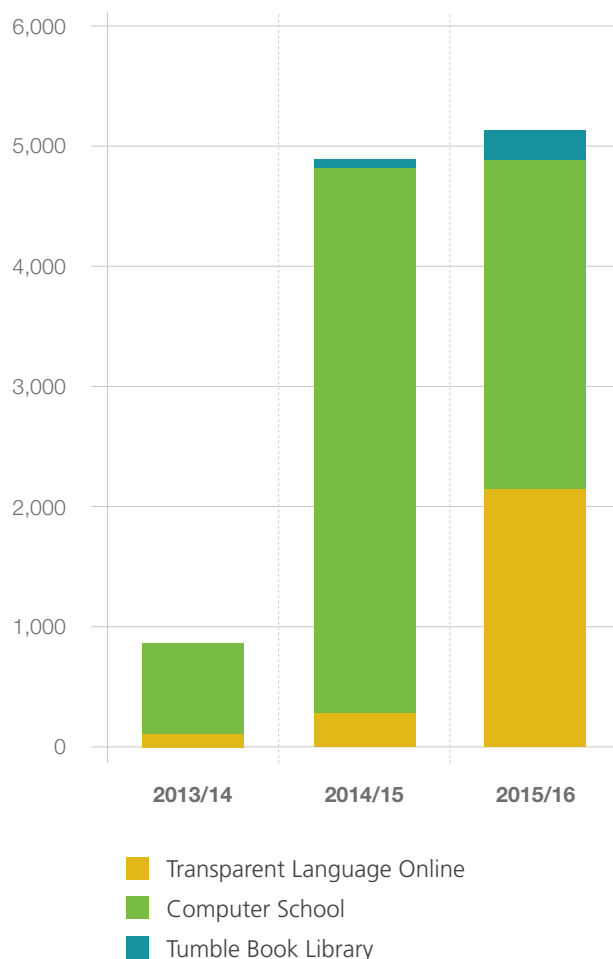
In 2015/16 our website had 138,280 hits, an increase of 16,698 on 2012/13. Our webpage provides access to our catalogue and our wide range of eResources.

We now have an ever growing suite of eResources for patrons to enjoy, including:

eResource Loans - eBooks, eAudiobooks and eMagazines



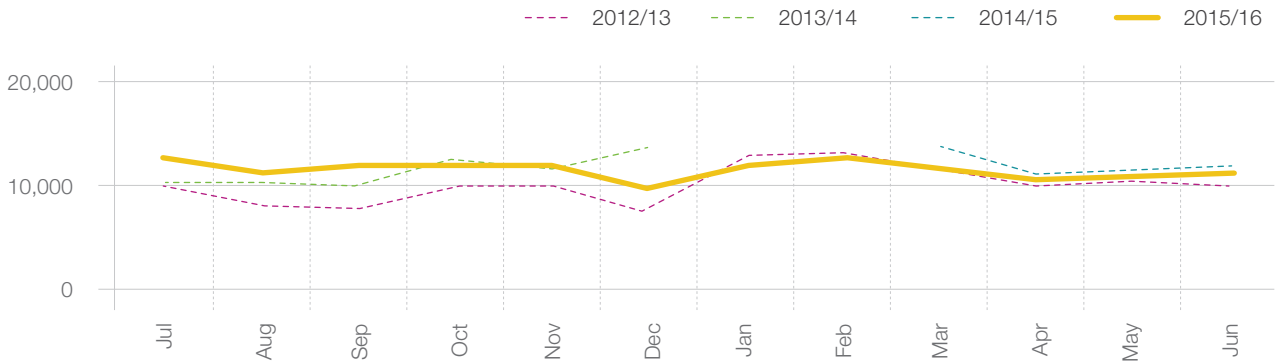
eResource access – Computer training, Learn foreign languages and Children’s stories



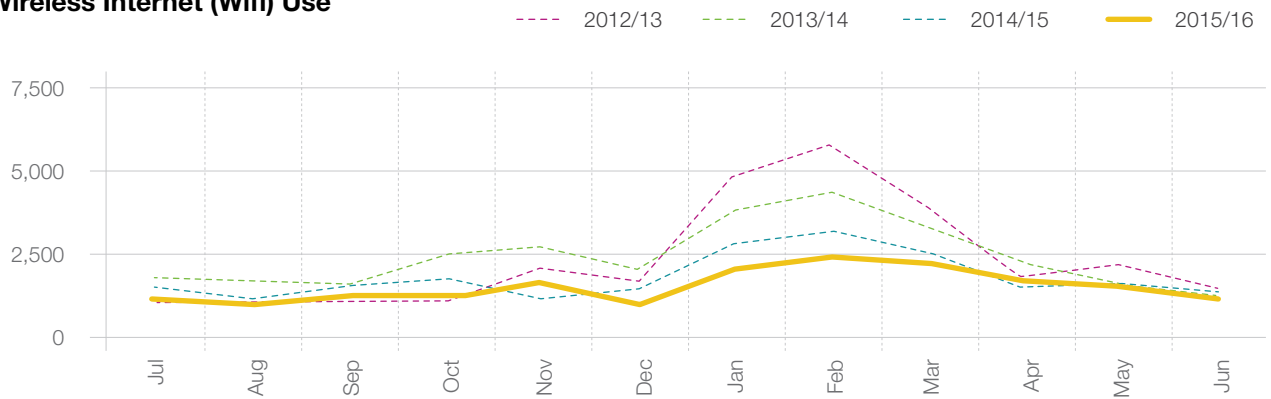
33,728 holds were placed online, and 219 new members joined online, an increase of 30%!

Plus our patrons can enjoy access to many free digital and government resources via our web portal.

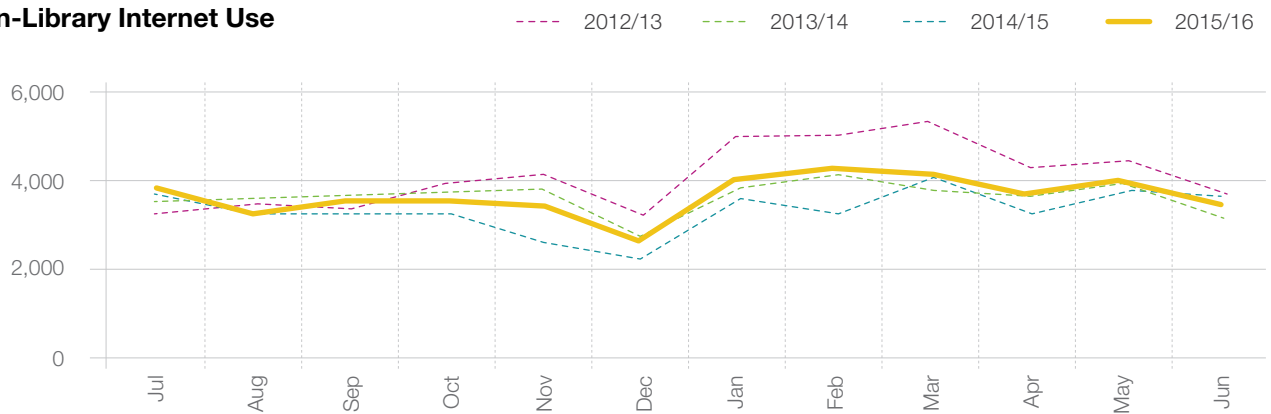
Website Visits



Wireless Internet (Wifi) Use



In-Library Internet Use



COLLECTIONS

Our libraries are working towards maintaining a current and relevant collection to meet our strategic objective of a “fresh and appropriate library collection”.

Over the past year 16,649 physical items were added, an increase from the previous year. High demand items are children’s picture books, DVDs, current popular fiction and true crime.

Special collections were purchased to reflect the community needs and to help build a more inclusive community across the region. The resources were showcased at Out in the Open which is Shepparton’s newest festival celebrating community diversity and Converge on the Goulburn, a celebration of Shepparton’s aboriginal and multicultural communities. All resources have been well received and in constant use.

The expansion of the collection to include digital resources has seen a slight decline in the borrowing of the print material. However this is offset by an increased turnover with our eBooks, eAudios and eMagazines.

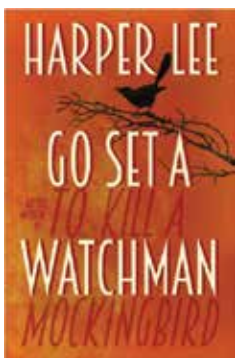
Although a small percentage of the total loans, it is envisaged with a standing order plan in place the outcome will see an increase in loans.

Weeding is an essential component of library collection management and the past year has seen an immense effort by staff to withdraw over 67,000 items, selected due to age, condition and/or irrelevance.

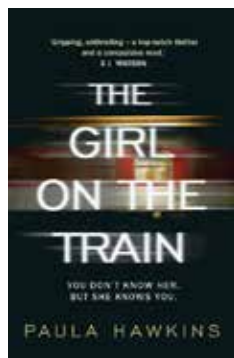
Community groups, retirement villages and educational facilities have benefited from receiving these books, along with Friends of the Libraries who have held book sales to dispose of excess stock. We supplied junior books to a local service organization who were donating items to go to East Timor.

Extra shelf space allows face out book displays enabling ready access for patrons resulting in higher turnover of book stock. Fiction titles in high demand are monitored and additional copies purchased where necessary.

Popular fiction titles have included the following:



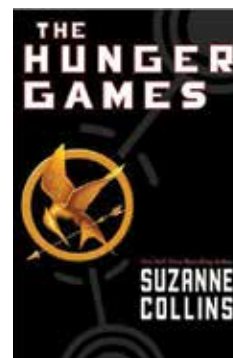
Go Set a Watchman
by Lee Harper



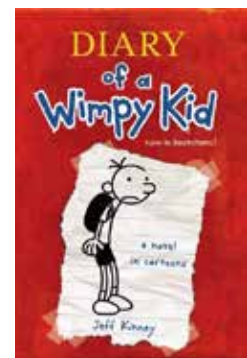
The Girl on the Train
by Paula Hawkins



The Dressmaker
by Rosalie Ham



The Hunger Games
by Suzanne Collins



Diary of a Wimpy Kid
by Jeff Kinney

Items in Collection

	June 2013	June 2014	June 2015	June 2016
Print & Audio Visual Resources	216,844	211,646	198,681	160,596
eResources	NA	1,788	3,420	4,959
Total	216,844	213,434	202,101	165,555
<i>% Collection less than 5yrs old</i>	36%	35.5%	35.94%	41.94%

Items Purchased

		2013/14	2014/15	2015/16
Fiction	Adult	2,679	3,273	2,993
	Junior / Young Adult	2,992	3,647	1,919
Non-fiction	Adult	1,270	1,995	1,881
	Junior / Young Adult	220	529	392
Large print		1,073	891	1,220
Non-Print	Adult	852	1,045	945
	Junior	326	283	397
	LOTE	-	226	66
Premier's Reading Challenge		2,871	2,061	2,567
Magazine titles		96	96	77
Total		12,379	14,046	12,457

These figures do not include eResources, which are reflected elsewhere.

Items Donated

	2013/14	2014/15	2015/16
General	4,907	2,364	4,192
Magazine titles	25	25	15
Total	4,932	2,389	4,207

Items Discarded

	2013/14	2014/15	2015/16
All categories	20,819	34,634	67,508
Total	20,819	34,634	67,508

LIBRARY PERFORMANCE

Branch	Members	Loans	Visits	Holds/ Requests	In-library Internet	Wifi
GREATER SHEPPARTON CITY COUNCIL						
Mooroopna	2,167	30,840	24,627	3,630	4,376	805
Shepparton	12,664	151,568	112,734	19,824	21,111	11,913
Tatura	1,133	18,749	12,274	3,148	1,037	266
Total	15,964	201,157	149,635	26,602	26,524	12,984
MOIRA SHIRE COUNCIL						
Cobram	2,365	52,982	56,920	11,464	2,301	1,775
Nathalia	912	11,082	8,353	1,915	438	734
Numurkah	1,948	33,722	25,028	5,291	2,744	1,227
Yarrowonga	2,999	50,048	44,425	9,145	3,646	1,177
Total	8,224	147,834	134,726	27,815	9,129	4,913
STRATHBOGIE SHIRE						
Euroa	2,411	50,336	52,770	7,607	5,108	1,647
Nagambie	807	16,745	13,017	3,861	1,937	945
Violet Town	360	7,009	6,613	1,327	350	90
Total	3,578	74,090	72,400	12,795	7,395	2,682
MOBILE LIBRARY						
Mobile Library	1,074	15,316	7,406	2,789	34	-
ADMINISTRATION / HQ						
Administration / HQ	134	17,559	-	3,916	-	-
Total 2015/16	28,974	455,956	364,147	73,917	43,080	20,579
Total 2014/15	29,969	449,893	346,630	72,865	39,585	21,641
Variance	-995	+6,063	+17,517	+1,052	+3,475	-862
% change	-3.32%	+1.56%	+5.05%	+1.44%	+8.77%	-4.9%

Comparative Performance Summary 2010-2015

	2011/12	2012/13	2013/14	2014/15	2015/16
Total Region Population	103,397	103,397	101,165	101,912	102,012
Memberships	30,797	29,722	29,969	29,531	28,974
New members	4,833	4,390	4,355	4,035	3,946
Active members	18,440	18,165	15,691	16,994	12,642
Membership as % of population	29.78%	28.74%	29.62%	28.98%	28.40%
Visits	378,216	372,419	363,441	346,430	364,147
Visits per capita	3.66	3.78	3.59	3.40	3.57
Operating Expenditure ¹	\$2,820,931	\$2,510,423	\$2,683,274	\$2,746,375	\$3,069,809
Operating Expenditure per capita	\$27.28	\$24.28	\$26.52	\$26.95	\$30.09
Expenditure on Library Materials ²	\$211,443	\$205,691	\$211,651	\$273,471	\$302,006
Expenditure on Lib Materials per capita	\$2.39	\$1.99	\$2.09	\$2.68	\$2.96
Total staff numbers	70	76	62	67	71
Total FTE staff	22	22.34	23.65	24.16	25.16
FTE per population	1/4699	1/4699	1/4598	1/4218	1/4055
Total FTE qualified staff	10	10	13	13	13
Qualified FTE per population	1/10339	1/10339	1/7782	1/7839	1/7847
Number of Physical Collection Items	215,886	216,844	211,952	198,681	160,596
Physical Collection items per capita	2.08	2.09	2.09	1.95	1.57
% Physical Collection purchased in past 5 years	36.0%	39.0%	35.5%	35.94%	41.94%
Number of eResource Collection Items	N/A	N/A	1,788	3,420	4,959
eResources as % of Total Collection	N/A	N/A	0.8%	1.7%	3.0%
Total number of Collection Items	215,886	216,844	213,740	201,936	165,555
Loans per capita	4.87	4.88	4.68	4.44	4.47
Loans per member	16.34	16.99	15.81	15.23	15.73
Loans per visit	1.33	1.35	1.3	1.29	1.25
Turnover – Loans per collection Item	2.33	2.33	2.23	2.27	2.83
Total Circulation (Loans)	503,356	505,128	473,977	449,893	455,956
Number of Public Access Internet PC's	40	42	42	47	47
Number of PC's per population	1/2585	1/2462	1/2409	1/2168	1/2168
Customer Satisfaction	N/A	9.29% ³	N/A	N/A	8.93% ⁴

¹ Total Opex less depreciation

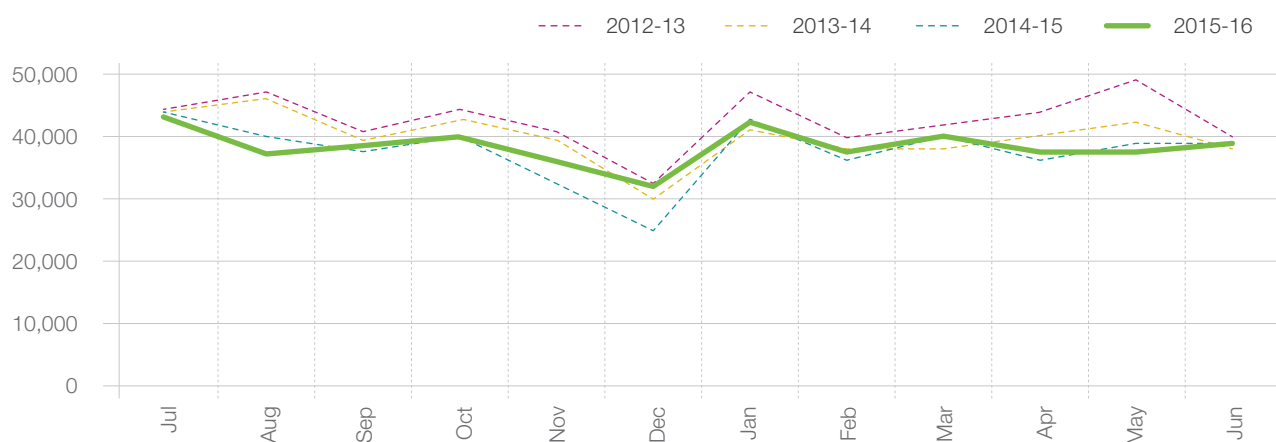
² Expenditure on Bookstock, AV materials only (excludes Plant, vehicle, CIT, Furniture, Fixtures etc)

³ In house satisfaction survey.

⁴ Nexus Regional Libraries Syndicate Community Survey 2016.

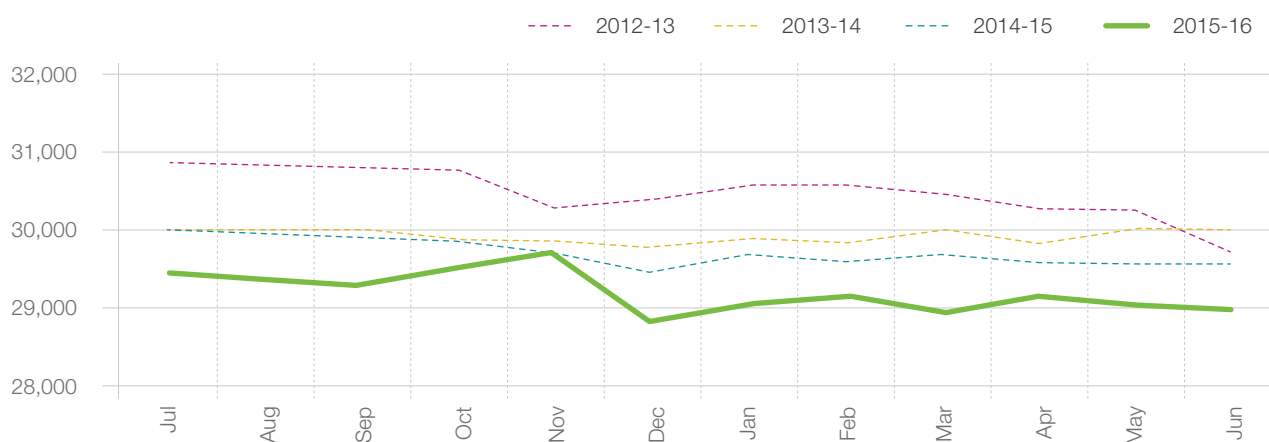
Loans

	2011/12	2012/13	2013/14	2014/15	2015/16
GREATER SHEPPARTON CITY COUNCIL					
Mooroopna	35,302	34,236	33,043	32,065	30,840
Shepparton	176,383	175,005	160,657	145,132	151,568
Tatura	21,849	20,984	21,170	20,750	18,749
Total	233,534	230,225	214,870	197,947	201,157
MOIRA SHIRE					
Cobram	54,042	59,295	51,736	52,819	52,982
Nathalia	12,605	11,162	10,285	11,010	11,082
Numurkah	46,147	44,720	39,799	38,420	33,722
Yarrawonga	55,484	54,783	54,353	51,407	50,048
Total	168,278	169,960	156,173	153,656	147,834
STRATHBOGIE SHIRE					
Euroa	47,234	49,263	52,207	49,551	50,336
Nagambie	19,899	19,011	19,881	18,276	16,745
Violet Town	7,737	6,143	6,073	6,102	7,009
Total	74,870	74,417	78,161	73,929	74,090
MOBILE LIBRARY					
Mobile Library	17,974	18,423	18,070	16,374	15,316
ADMINISTRATION / HQ					
Administration / HQ	8,700	11,505	6,703	7,987	17,559
Total	503,356	505,128	473,977	449,893	455,956



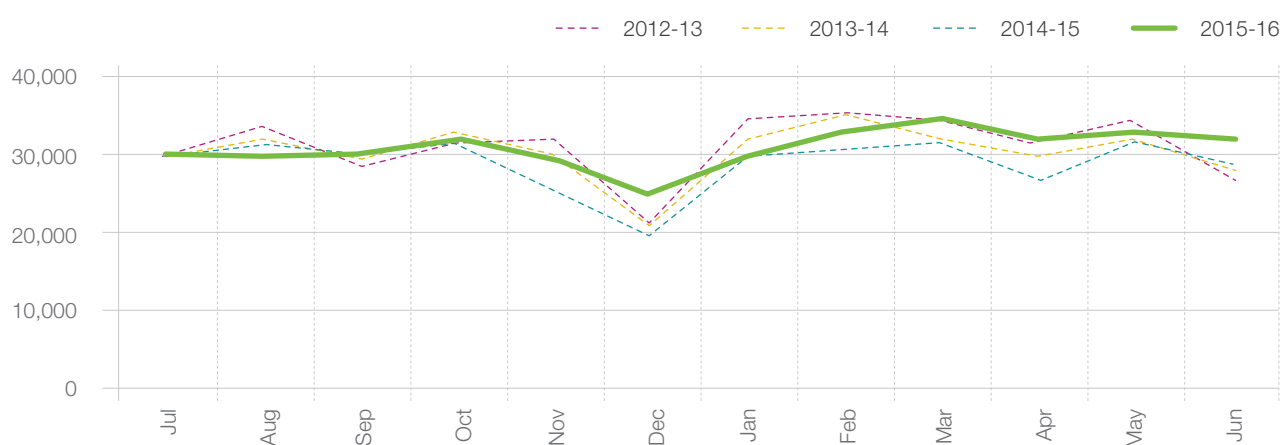
Memberships

	2011/12	2012/13	2013/14	2014/15	2015/16
GREATER SHEPPARTON CITY COUNCIL					
Mooroopna	2,226	2,205	2,214	2,206	2,167
Shepparton	13,663	13,156	13,319	13,016	12,664
Tatura	1,268	1,175	1,186	1,146	1,133
Total	17,157	16,536	16,719	16,368	15,964
MOIRA SHIRE					
Cobram	2,844	2,654	2,520	2,437	2,365
Nathalia	941	851	823	851	912
Numurkah	1,992	1,963	1,913	1,944	1,948
Yarrowonga	3,231	3,123	3,134	3,101	2,999
Total	9,008	8,591	8,390	8,333	8,224
STRATHBOGIE SHIRE					
Euroa	2,244	2,345	2,500	2,466	2,411
Nagambie	828	775	806	808	807
Violet Town	304	299	290	303	360
Total	3,376	3,419	3,596	3,577	3,578
MOBILE LIBRARY					
Mobile Library	1,130	1,065	1,117	1,110	1,074
ADMINISTRATION / HQ					
Administration / HQ	126	111	147	143	134
Total	30,797	29,722	29,969	29,531	28,974



Visits

	2011/12	2012/13	2013/14	2014/15	2015/16
GREATER SHEPPARTON CITY COUNCIL					
Mooroopna	31,626	31,441	28,187	27,644	24,627
Shepparton	111,457	116,877	115,212	98,889	112,734
Tatura	14,716	13,640	12,778	11,910	12,274
Total	157,799	161,958	156,177	138,443	149,635
MOIRA SHIRE					
Cobram	75,179	64,746	58,617	55,214	56,920
Nathalia	7,221	7,925	8,322	8,579	8,353
Numurkah	27,282	25,687	23,950	26,253	25,028
Yarrowonga	45,318	43,958	43,890	44,378	44,425
Total	155,000	142,316	134,779	134,424	134,726
STRATHBOGIE SHIRE					
Euroa	42,604	45,041	48,111	50,740	52,770
Nagambie	10,507	11,275	12,230	11,609	13,017
Violet Town	3,802	3,108	3,886	3,907	6,613
Total	56,913	59,424	64,227	66,256	72,400
MOBILE LIBRARY					
Mobile Library	8,504	8,821	8,258	7,730	7,406
Total	378,216	372,519	363,441	346,853	364,147



Local Government Performance Reporting Framework

	Greater Shepparton	Moira	Strathbogie	Total
INDICATOR UTILISATION				
MEASURE LB1. (19) LIBRARY COLLECTION USAGE				
Number of Library Collection Item Loans	212,115	158,792	85,048	455,956
Number of Library Collection Items	71,171	57,287	37,098	165,555
Loans per collection item	2.98	2.77	2.29	2.75

Notes:

Mobile Library and HQ collection Items and loans allocated equally between Municipalities.
Includes eBook items and eBook loans.

INDICATOR RESOURCE STANDARD				
MEASURE LB2. (20) STANDARD OF LIBRARY COLLECTION				
Number of Library Collection Items Purchased in the last 5 years	29,235	25,832	17,237	72,305
Number of Library Collection Items	71,171	57,287	37,098	165,555
% of collection less than 5years old	41.1%	45.1%	46.5%	43.7%

Notes:

Mobile Library and HQ collection Items and loans allocated equally between Municipalities.
Includes eBook items.

INDICATOR SERVICE COST				
MEASURE LB3. (21) COST OF LIBRARY SERVICE				
Direct cost to Council of Library Service	\$1,082,595	\$510,159	\$174,862	\$1,767,616
Number of Library visits	152,129	137,220	74,894	364,242
Cost per visit	\$7.12	\$3.72	\$2.33	\$4.85

Notes:

Mobile Library visits allocated equally between Municipalities.
Minimal HQ public visits. Not included.
Council share of Mobile Library costs and HQ costs included in direct cost proportion.
Direct cost to Councils less share of capital and depreciation.

INDICATOR PARTICIPATION				
MEASURE LB4. (22) LIBRARY COLLECTION USAGE				
Number of active Library Members	8,005	4,931	2,669	15,604
Municipal population	63,366	28,820	9,826	102,012
% Active members per capita	12.6%	17.1%	27.2%	15.3%

Notes:

Members who have borrowed a collection item within the last 12 months. Previous years included members who have completed other transactions.
Includes members who have borrowed eBooks or other eResources. Updated 9 Aug 2016.
Mobile Library, HQ members and members who have borrowed eResources only allocated equally between Municipalities.
Population based on ABS Catalogue 3218.0 Regional Population Growth, Australia. Released 30 Mar 2016.

DIRECTORY

1300 374 765
gvlibraries.com.au

Administration
Support Centre

79 Benalla Rd, Shepparton

Cobram Library

25 Warkil St, Cobram (Old)
14 Punt Rd, Cobram (New)

Library Coordinator

Judy Taylor

Library Assistant

Marian Jones

Euroa Library

62 Binney St, Euroa

Library Coordinators

Justus Hagen

Cathy Artridge

Library Assistant

Barb Trainor

Mobile Library

79 Benalla Rd, Shepparton

Library Coordinators

Howard Hanna

David Williamson

Library Assistants

Andrew McDowell

Dixie Horig

Mooroopna Library

9-11 Morrell St, Mooroopna

Library Coordinator

Rhonda McKie

Library Assistants

Michelle Nicholson

Sue Flanner

Nagambie Library

352 High St, Nagambie

Library Coordinator

Catherine Langdon

Nathalia Library

75 Blake St, Nathalia

Library Coordinator

Donna Hicks

Numurkah Library

18 McCaskill St, Numurkah

Library Coordinators

Louise Bouchier

Cindy Decker

Shepparton Library

41-43 Marungi St, Shepparton

Team Leader

Melissa Black

Customer Service Coordinator

Maureen Tanner

Children and Youth Services Librarian

Emma Kennedy

Community Engagement Coordinator

Jessica Anderson

Library Assistants

Joanne Davies

Nicole Lorenz

Tatura Library

12-16 Casey St, Tatura

Library Coordinators

Claire Flett

Kerrie Douglas

Violet Town Library

Cowslip St, Violet Town

Library Coordinator

Denise Jackson

Yarrowonga Library

26-30 Belmore St, Yarrowonga

Library Coordinators

Marg Ritchie

Kerry Currie

Library Assistant

Edna Hafon

1300 374 765

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