



Annual Report

2019/20



Our Vision

We connect, empower and inspire our communities.

Our Mission

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

Our Values

Community

Teamwork

Innovation

Respect

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From the Chairperson and CEO



Gary Cleveland
Chairperson



Kevin Preece
CEO

We are pleased to provide this joint report as Chairperson and CEO of Goulburn Valley Libraries.

The year 2020 will forever be remembered as the year of the COVID-19 global pandemic and this has impacted heavily on delivery of our services and operations during 2019/20.

We moved quickly from business as usual to COVID-19 Response and Recovery mode in mid March 2020 as government mandated restrictions were imposed.

Our COVID-19 Response and Recovery is detailed separately in this Annual Report. We are so proud of the way our staff responded to this crisis to ensure patron and staff safety while continuing to provide essential community services, albeit modified to adhere to restrictions.

Despite the pandemic impact we have continued to deliver on our Library Plan objectives, where possible, and 2019/20 can be remembered for some significant highlights and achievements.

At Board level we said farewell to Cr Seema Abdullah who achieved the Mayorship of Greater Shepparton City Council and Cr Kate Stothers who left Strathbogrie Shire Council to pursue alternative roles. Thank you both for your commitment and valued contributions to the Corporation.

We welcomed Cr Bruce Giovanetti (Greater Shepparton City Council) and Cr Alistair Thomson (Strathbogrie Shire Council) to our Board.

The Board provided strong governance to the Corporation and oversaw and guided several activities and highlights including:

- Improving services to small rural communities project
- A revised Mobile Library Schedule
- Reviewing the Risk Framework including developing Risk Appetite Statements
- Development of a new Business Continuity Plan
- Tatura Library redevelopment funding and fundraising
- Championed development of an Employee Health and Wellbeing program

- Reviewed our first Employee Satisfaction Survey
- Initiated the development of a monthly email Newsletter
- Reviewed the Customer Survey
- Reviewed the implementation of Collections HQ (collections planning and monitoring software)
- Reviewed the Code of Conduct, Procurement Policy, Collections Policy
- The transition of the Joseph Furphy Literary Awards to a National competition.
- Negotiated reappointment and renewal of the CEO contract for a further two years
- The transition from the SWIFT Library consortium to “Libraries Victoria”, now a business unit of Public Libraries Victoria
- COVID-19 response and recovery
- Delivered a strong financial result – helped by COVID-19 shutdowns
- Supported the planning and funding application for the proposed new Yarrawonga Library.

We would like to thank our Board members for their ongoing commitment to Goulburn Valley Libraries. They have coped extremely well in handling the challenges the COVID-19 pandemic has confronted them with and they have adapted well to our remote Zoom meetings.

Our membership remained stable despite COVID-19 shutdowns. Loans of physical items (books, DVDs etc) were lower but our loans of eBooks, eAudios and video streaming grew while everyone was grounded.

A highlight has been the successful temporary re-location of the Tatura Library to rented premises at 155A Hogan Street Tatura. Our staff managed a herculean effort to move all furniture, shelving and stock and set up in our new location within a week; substantially reducing the impact to Tatura patrons.

We hosted our first ever Rainbow Storytime as part of the Greater Shepparton “*Out in the Open*” festival and in support of our diverse community. Frock Hudson was a delight and she provided great entertainment for the kids and parents alike.

Our touring exhibition at the Shepparton Library, “*They cannot take the sky*” was disrupted by COVID-19 but we will continue to pursue events and exhibitions that support our mission and provide opportunities for our communities to engage with the library.

We have continued to support the state wide “Libraries Change Lives” advocacy campaign. This campaign has lifted the profile of libraries throughout the state and made a clear case for additional funding to the State Government through a strong submission to the State Budget.

We would like to thank our dedicated staff for their continued service, advice and commitment to our communities throughout a most extraordinary year.

We commend this report to our stakeholders, our first joint Chairperson and CEO report.


As the current Chairman I wish to announce that this will be my last year on the Goulburn Valley Libraries Board so I sincerely wish to thank the CEO Kevin Preece for the good job that he has done as the leader of Goulburn Valley Libraries.


About Goulburn Valley Libraries

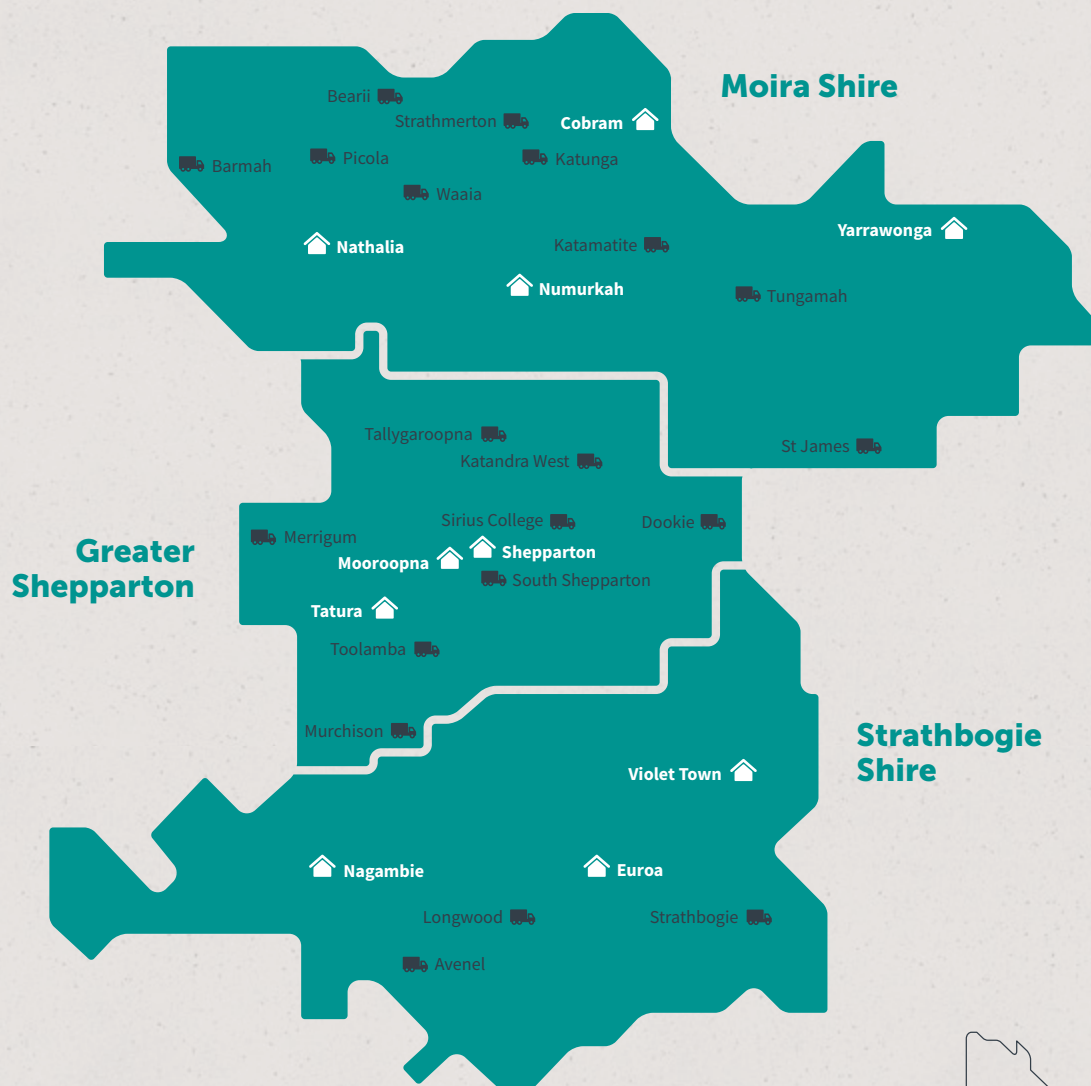
Goulburn Valley Libraries provides library services to the communities in the municipalities of Greater Shepparton City Council, Moira Shire and Strathbogie Shire. We serve a population of 107,204¹ people over an area of 9,772¹ square kilometres.

We operate 10 libraries by agreement in the towns of Cobram, Euroa, Mooroopna, Nagambie, Nathalia, Numurkah, Tatura, Violet Town, Yarrawonga and the city of Shepparton. We also operate a Mobile Library service that serves smaller towns and communities within the region.

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

 Library

 Mobile library service



¹ ABS Population statistics, June 2019

Our Board

Moirai Shire



Cr Gary Cleveland
Chairperson



Ms Sally Rice
Executive representative



Ms Alex Monk
Community representative

Strathbogie Shire



Cr Alistair Thomson
(Joined February 2020)



Cr Kate Stothers
(retired November 2019)



Mr David Roff
Executive representative



Ms Amanda Tingay
Community representative

Greater Shepparton City Council



Cr Bruce Giovanetti
Deputy Chairperson
(joined February 2020)



Cr Seema Abdullah
(retired November 2019)



Mrs Kaye Thomson
Executive representative



Mr Derek Poulton
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 five occasions throughout 2019/20 including two meetings held remotely via Zoom. This became allowable under directions from the Minister for Local Government due to COVID-19 restrictions.

Cr Seema Abdullah retired as Greater Shepparton City Council representative in November 2019 and Cr Bruce Giovanetti was nominated to replace her.

Cr Kate Stothers retired as the Strathbogie Shire's representative in November 2019 and Cr Alistair Thomson was nominated as her replacement.

Cr Gary Cleveland was elected Chairperson from November 2019. Cr Bruce Giovanetti was appointed as Deputy Chairperson in February 2020.

The Finance and Audit Committee membership is made up of the three Senior Executive representatives from each member Council. The current membership includes David Roff (Chairperson), Ms Kaye Thomson and Ms Sally Rice.

The CEO Performance Matters Committee is formed from the Chairperson and Deputy Chairperson and a Shire Executive Officer, currently David Roff, ensuring representation from each Council. This committee meets as and when required to review CEO performance, remuneration and contract.

Board Meeting Attendance

| | Board Meetings attended | Finance & Audit Committee meetings attended | CEO Performance Matters Committee |
|---------------------|-------------------------|---|-----------------------------------|
| Cr Gary Cleveland | 5 | - | 1 |
| Cr Bruce Giovanetti | 2 | - | - |
| Cr Seema Abdullah | 2 | - | 1 |
| Cr Alistair Thomson | 3 | - | - |
| Cr Kate Stothers | 1 | - | 1 |
| David Roff | 5 | 5 | - |
| Sally Rice | 5 | 5 | - |
| Kaye Thomson | 4 | 4 | - |
| Derek Poulton | 5 | - | - |
| Alex Monk | 4 | - | - |
| Amanda Tingay | 5 | - | - |

Board members also attended numerous community and associated library events 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.

Protected Disclosure

We are committed to the aims and objectives of the *Protected Disclosure Act 2012* 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 2019/20 there were no disclosures, matters, requests or applications made under the provisions of the Act.

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 2019/20. In addition the Corporation makes available the required documentation pursuant to the *Local Government Act 1989*.

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
- Jardine Lloyd Thompson Pty Ltd for Industrial Special Risks (i.e Assets), Directors' and Officers' Liability, and Personal Accident – Corporate Travel
- EML Insurance for Workcover Insurance
- Zurich for Motor Vehicle Insurance

During 2019/20 the Board again reviewed the Corporate Risk Register and risk management plans.

The Board also reviewed the Risk Framework and adopted new Risk Appetite Statements that are included in the framework.

Our People

We employed a team of 68 full time, part time and casual employees across our static libraries, our administration and shared services building and our Mobile Library.

Providing opportunities for young people to experience employment continues to be important, particularly for the libraries where we employ juniors to restock shelves (currently in four libraries). This has been difficult since COVID-19 began, as we were on limited staff numbers and our junior shelving staff had not yet returned to work.

In 2019 we had student work experience placements and have accommodated students completing volunteering for different organisations.

| | 2018/19 | 2019/20 |
|-------------------------------|---------|--------------|
| Total employee numbers | 71 | 68 |
| Permanent employees full time | 11 | 11 |
| Permanent employees part time | 33 | 32 |
| Casual employees | 27 | 25 |
| Full time equivalents | 25.76 | 25.01 |
| Male | 13 | 11 |
| Female | 58 | 57 |

Staff turnover

| | 2018/19 | 2019/20 |
|--|---------|----------|
| New employees | 7 | 2 |
| Resignations / Retirement (including casual) | 7 | 5 |

We farewelled Howard Hanna and Claire Flett, who retired after 17 and 19 years with Goulburn Valley Libraries respectively. We also said goodbye to three junior shelvers. We welcomed a library assistant and a new casual junior shelver.

Since the end of March 2020, we are particularly proud of the way each staff member has coped with the continuing changes that have needed to be made to their work places as well as their work schedules. Goulburn Valley Libraries has a wonderful caring team who look out for their communities as well as each other.

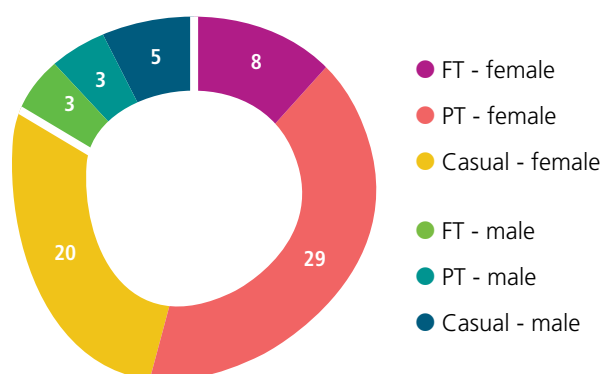
Length of service at Goulburn Valley Libraries

| | |
|-----------------|----------------------|
| 0-5 years – 35 | 11-20 years – 14 |
| 6-10 years – 11 | 21 years & over – 11 |

Average age of staff

| | Age |
|---------------------|-------------|
| Casual | 52.61 years |
| Junior shelvers | 16.71 years |
| All casuals | 42.56 years |
| Permanent part time | 55.06 years |
| Permanent full time | 52.27 years |
| All permanent | 54.35 years |
| All female | 51.64 years |
| All male | 41.54 years |

Gender breakdown



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

| | Library Services | Technical Services | ICT Corporate Services and Administration | Total |
|-----------------------|------------------|--------------------|---|-------|
| Permanent FT - female | 3 | 1 | 4 | 8 |
| Permanent FT - male | 1 | - | 2 | 3 |
| Permanent PT - female | 23 | 3 | 3 | 29 |
| Permanent PT - male | 2 | - | 1 | 3 |
| Casual - female | 19 | 1 | - | 20 |
| Casual - male | 5 | - | - | 5 |
| Total | 53 | 5 | 10 | 68 |

Note: Junior casual employees that restock shelves comprise approximately 37.5% of the casual staff pool. A high proportion of the workforce continues to be female and employed in a part time or casual capacity.

The Leadership Team

Kevin Preece – Chief Executive Officer

Jenny Wyllie – Library Services Manager

Alexandra Andrew – Communications and Information Technology Manager

Cindy Decker – Human Resources Coordinator and Acting Technical Services Manager

Jan Sutton – Senior Projects Librarian

Training and Development

The Corporation encourages staff in their professional development by providing opportunities for attendance at seminars and conferences. While distance and timing can often be restrictive, opportunities since March 2020 have been available online.

Two staff progressed towards completion of tertiary qualifications.

Other professional development activities included:

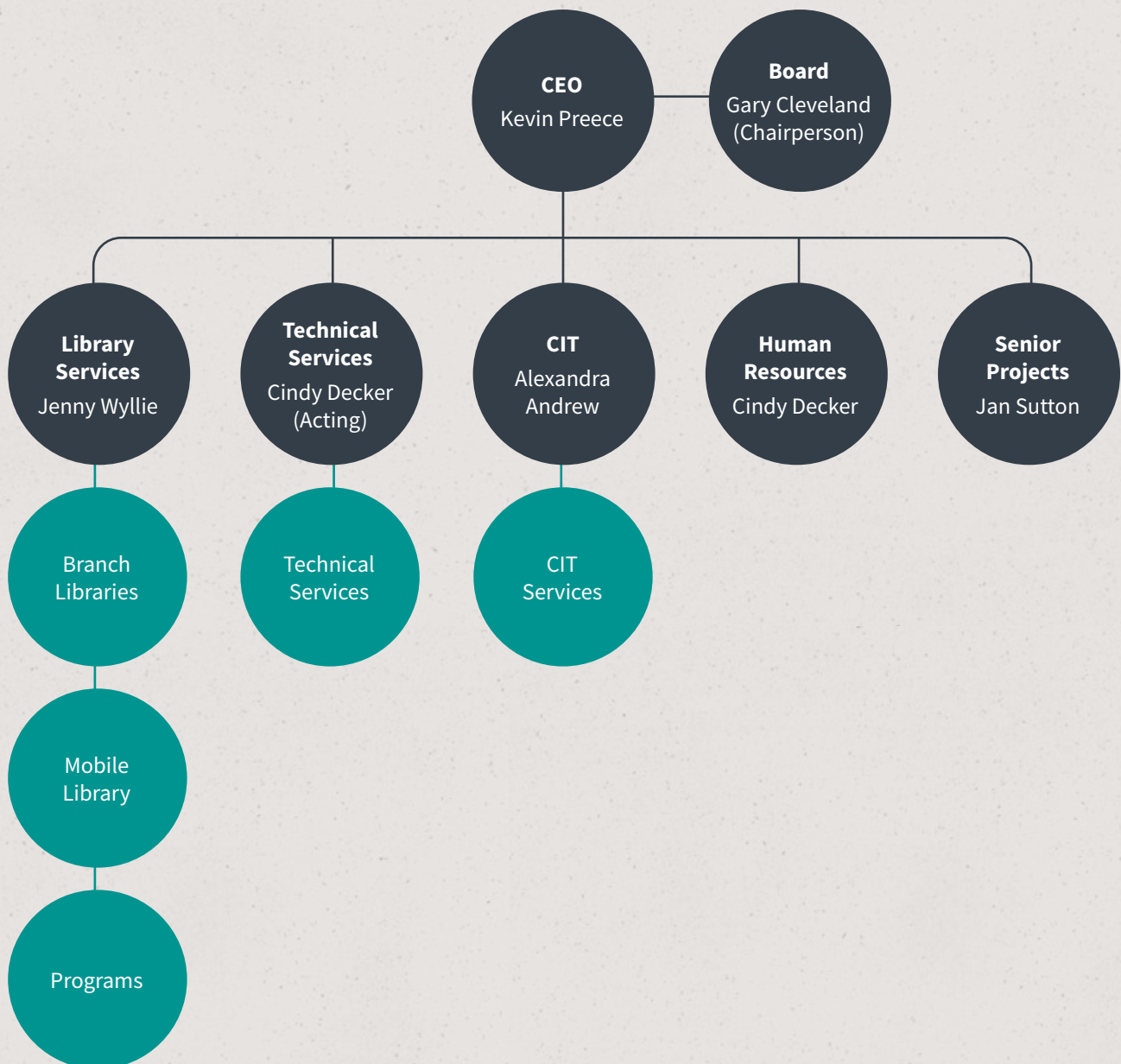
- Attendance at Public Libraries Victoria Special Interest Group meetings
- Auslan training – 2 staff
- Zart Art workshops – children's activities
- Community Storytelling workshop
- Mental Health First Aid – 5 staff
- Blue Cloud Analytics – 3 staff
- CollectionHQ training – 19 staff
- Libraries Change Lives – local branches forum
- Mother Goose training – 2 staff
- Conflict resolution – 19 staff
- Workflows refresher – all staff

Online training and webinars included:

- Copyright training
- Deputy webinars
- CollectionHQ webinars
- Safetycare; including:
 - Coronavirus and COVID-19
 - Foot safety in the workplace
 - Safe manual handling
 - CPR
 - Building and office evacuation



Organisational Structure



Highlights

Tatura Library Refurbishment and Extension

Construction of the \$2 million Tatura Library refurbishment commenced in mid January 2020, requiring a move to temporary premises.

The library closed on 4 January and re opened at a new shopfront at 155A Hogan Street, Tatura, in a convenient location opposite the town Post Office. Library staff completed the move and set up using in-house resources within a working week, a phenomenal effort. The temporary location has been welcomed by locals while the construction is underway.

Construction is due to be completed in November 2020.

Tatura Library Community Fundraising

As part of the project approval, Greater Shepparton City Council mandated a “Community Contribution” of \$100,000 to go towards the fit out of the refurbished Tatura Library.

In February 2020 a fundraising committee was formed led by prominent Tatura local Carl Walters. This committee set about fundraising and by mid-March had raised over \$20,000. All fundraising activity ceased when we were forced to close the library due to COVID-19 restrictions. The fundraising committee recommenced activity in June 2020 when the library re-opened.

Funding Secured for New Yarrawonga Library

The Moira Shire applied but was not successful in receiving funds for the project via the Living Libraries Infrastructure Fund. However, they were successful in receiving a low interest loan to help fund the project from the State Government.

Moira Shire has recommitted to the project at the Town Hall site despite a vocal local interest group mounting a campaign to save the Community Hall. It is planned that the Community Hall must be removed to allow development of the Town Hall site for the new library.

Planning applications have been made to the Minister for Local Government and an architectural firm N2SH appointed to undertake detailed design.





▲ Long term members of the Shepparton Friends of the Library, Beryl Bonfitto and Gerrit Van Zeist. Sadly, Gerrit passed away during the year. Vale Gerrit.

Public Libraries Victoria Conference

Julie Best, our Aboriginal Library Officer, and Library Operations Manager Jenny Wyllie spoke at the first ever Public Libraries Victoria Conference in Melbourne in September 2019. The conference aimed to “explore, acknowledge and celebrate how Libraries Change Lives”.

Our presentation, entitled “Building Partnerships with our Indigenous Community” outlined Goulburn Valley Libraries history of engagement with our local Aboriginal community, Julie’s current role and how we envisage her role developing in the future.

We are one of the first public library services to employ an Indigenous Library Officer. The paper was well received and has encouraged other library services to investigate employing an Indigenous Library Officer, or an Indigenous Liaison Officer. Six other staff attended the conference over the two days.

Rainbow Storytime with Frock Hudson

The Shepparton “*Out In The Open*” Festival is a community event in which we participate every year. This year we extended our involvement by hosting a Rainbow Storytime, with special guest drag queen Frock Hudson. Frock read stories celebrating acceptance and diversity, and the importance of being true to oneself. Frock was a great hit with all attendees with her respectful and fun storytime.

The Furphy Writing Awards go National

This year the Furphy Writing Awards significantly changed format. With some strong sponsorship from Lion Breweries and Greater Shepparton City Council, the Open Awards had a prize of \$15,000 and the Junior and Youth a \$300 prize for each category. Over 900 entries were received for the Open section from throughout Australia and 300 entries for the Junior and Youth category from within the Goulburn Valley.

COVID-19

The storm clouds of a global pandemic began to gather across the world in early 2020. We were largely unaffected until mid March 2020 ...

MARCH 2020

17 March

All public programming and events cease.

23 March

All libraries including the Mobile Library close to the public.

JUNE 2020

1 June

Branch libraries re open with modified hours and days of operation. Modified services. Capacity limits up to 20 persons.

8 June 2020

Public access computers and printing available.

29 June 2020

Branch Libraries extend opening hours and capacity limits.

"I would like to thank you for maintaining your service during COVID-19. I am part of the 'Goulburn Girls' book club and it was so nice to still get our books and be able to have ZOOM contact. Thank you for a great job."

The COVID Response and Recovery

The COVID pandemic has had a dramatic effect on how we operated, and the services we provide. We cancelled all programming on Monday 17th March, and had to close our doors one week later when Stage 3 restrictions came into force. Staff continued to work and took the opportunity to undertake tasks such as collection maintenance. All loans were extended for the duration of the closed period, although book chutes remained open for those people who chose to return their items. All staff worked Monday to Friday with no weekend rosters. A temporary reduction in contracted hours by 20% saw a further restructure of rosters, while vulnerable staff took leave or worked from home where possible.

A Click & Collect service was established, whereby branch staff would contact anyone with reservations and arrange a time for members to collect their items at the front door of the library. Staff responded to many enquiries about downloading eBooks and eAudiobooks, assistance with accessing the catalogue and placing holds, and general membership enquiries. It was an opportunity to promote our online resources, such as Ancestry.com and Kanopy. The Click & Collect service was promoted through newspaper advertisements, social media and media releases. The Click & Collect service required staff to call individuals, which not only acted as a check on their welfare, but enabled a closer personal connection, something that many staff and patrons commented they have enjoyed the most.





"Thanks so much for your wonderful service – don't know what we'd do without the Library"



We re-opened in June with limited hours and services, with access to borrowing and public computers only. Restrictions on the capacity of our libraries meant that we were unable to offer access to meetings rooms. The Home Library Service was unavailable, and the Mobile Library was also unavailable until July. Mobile Library members continued to collect their reservations from branch libraries

Communications have been critical during this period both to staff and to the public. Weekly zoom meetings for branch staff were introduced, enabling constant and timely communications, and also to maintain a sense of connection for staff working in isolation. Our staff regard these meetings as critical, and so they will continue into the future.

The shutdown provided opportunities for us to find new ways to connect with our communities. The monthly newsletter became a conduit to inform our members of changes to our service. Regular newspaper advertising, and good support from the local ABC radio spread our messages to our communities. Regular programming was impossible, so we launched virtual story time on Facebook with several staff reading stories, and associated craft templates being available on our website. We will continue to offer this and other programs, including Craft & Coffee, via social media in the future.

While 2020 has been challenging, our staff continue their committed service to the community. The Click & Collect service has taken off and our patrons are accessing our eResources in unprecedented numbers. Opening hours have also been restricted. During the pandemic we have shuffled rostered hours constantly. Branch staff are unable to work from home, but have been gainfully employed with meaningful work throughout. We have been appreciative of the commitment, adaptability and resilience of our staff, who continue to demonstrate their commitment to their communities. We look forward to how our service evolves in the post-COVID world.

"Thank you for your hard work and efforts during these hard times. As we are not able to wander in and browse for books, your click and collect is a great service. Staff are happy in these trying times. Keep up the great work and most of all, stay safe."

Library Operations

Operations

Our regular programming continued, with Rhyme Story Time and Craft & Coffee maintaining their popularity, with various staff at branches delivering programs. Formal digital literacy sessions gave way to one-on-one sessions, and more peer-led group discussions.

We received a grant to undertake digital sessions during Get Online Week. We purchased blue-bots and ozobots to conduct “Tea and Tech” sessions, giving participants an introduction to robotics.

A grant was also received for Children’s Week activities, where children across branches were able to participate in dance and movement sessions. Regular programs Human Book Club and Let’s Chat English conversation group at Shepparton were supplemented by View & Chat, and Midweek Movies.

Professional development for all staff continues to be a priority for the Corporation. Mother Goose training, attendance at Community Storytelling workshops, Mental Health First Aid, Auslan and Reaching Readers online training are just some of the opportunities taken by staff in the past 12 months. Attendance at seminars, workshops and conferences as well as opportunities for participation in professional activities was encouraged. We also provided opportunity for students through work placements and work experience. In the past year we welcomed students to Euroa, Mooropna, Numurkah, Yarrawonga, Shepparton and the Administration Centre.

The advent of zoom meetings and the proliferation of webinars since the pandemic has been a boon for rural and regional libraries. Staff are now able to participate in Public Libraries Victoria Special Interest Group meetings and workshops, and tune into many webinars where face-to-face attendance have been prohibitive due to time and distance.

We farewelled long-time Mobile Library Co-ordinator Howard Hanna, who retired after 16 years of service and Claire Flett from the Tatura Library after 19 years of service.

Helping our Aboriginal Community

Julie Best has settled into her role of Indigenous Library Officer and continues to connect with the indigenous community.

Julie constantly networks with schools, child care centres and indigenous facilities to promote the library, and encourage use of our services. She has evaluated the Indigenous Collection at the Shepparton branch, and is actively involved in building the collection. Julie also assists with the Dungala-Kaiela Writing Awards.

The majority of Julie’s time is spent out in the community, and in nine months had conducted 31 activity sessions external to the library, connecting with over 1,700 people.

▼ Retired staff Claire Flett and Howard Hanna.



Community Engagement and Programs

This year we expanded the range of programs we could offer around our branches. Mooroopna offered 60 school children the opportunity to attend Rhyme Time a performance of poems, songs, illusions and costumes. Cartoonist Mark Guthrie gave workshops at Yarrawonga and Cobram on illustration and cartooning while his three sessions at Shepparton also included a Superhero Cartooning workshop.

Cobram branch introduced a Dungeons and Dragons group which meet weekly, and hosted a very successful Harry Potter Book Night. A weekly Games Club began at Yarrawonga, with a focus on board games. The Young Adult book club at Mooroopna continued to meet, moving to zoom when the library closed. This enthusiastic group began contributing to the State Library's Inside the Dog website, and this resulted in them travelling to Melbourne to visit the State Library. They also received books as a gift from Inky at Inside A Dog. An informal craft group, a ukulele group and a writing group used the Nathalia Library regularly, demonstrating the importance of the library as a valued community space.

The Halloween celebration at Nathalia has quickly become a regular event, this year attracting 400 people through the library.

Cobram Library hosted the Blurry Borders Photography exhibition, and The Centre/DELWP Photography Exhibition Roadshow was on display at both Cobram and Shepparton.

Shepparton also hosted the Wolfensohn Gift Travelling Suitcases from the National Gallery of Australia. The Red suitcase: myths and rituals, and the Yellow suitcase: form, space and design are designed to provide a unique experience to a wide range of audiences, containing objects that can be touched and held.

Jessica Anderson attended the "Save our Koala" festival in Cobram, and the Dutch Thunder Wildlife Shelter reciprocated by hosting a craft and story session at the library. Emma Kennedy continued her involvement with Shepparton's Story Time in the Parks program, which went online when programming had to be halted.

In November Moira Shire branches hosted "Loving Moira's natives". Presented by a local artist in partnership with the Growing Rural Arts in Nathalia (G.R.A.I.N) Store, these were fun sessions learning about art, local flora and fauna, and growing seeds. Children could contribute colouring pages to a booklet being compiled.

Law Week in May moved online this year. We offered a program every afternoon at 3pm, streamed live on our Facebook page. The audience could email questions prior to, or live during the event, and the presenter would address them during the presentation. Topics for the week included "Shared Care during COVID-19", "Tenancy, Fines and Centrelink – your rights during COVID-19", "Prevention of Elder Abuse and COVID-19", "Migrant Visas and COVID-19" and the popular "Virtual Coffee with a Cop".

The Lighthouse Foundation filmed a promotional video for the Community Hub at Mooroopna, featuring an interview with one of the Mooroopna Librarians. The Mooroopna crochet group was excited to be selected to take part in the Community Storytelling exhibition, which is part of the Libraries Change Lives campaign. Unfortunately filming was due to take place just as the library had to close, and so we look forward to it happening in the future.

The COVID pandemic halted all programming on 17 March 2020. Until that time, we had programming planned for the ShepArts Festival, including workshops by graphic novelist Mandy Ord, and streaming of the Sydney Writers Festival. We were about to launch the exhibition "They Cannot Take the Sky: Stories from Detention" which tells the stories of people who have sought, or are seeking asylum and refuge in Australia. We hope to have this exhibition return to Shepparton in 2021.

Friends of the Library and Volunteers

Friends of the Library groups continue to support library programs, and make purchases such as magazine subscriptions, and small items of furniture and equipment. Funds are raised through raffles and book sales, and their support of children's programming and author visits is greatly appreciated. The Numurkah Friends of the Library ran a writing competition for local children. Volunteers are integral to the ongoing success of the Home Library Service, which was halted due to the pandemic. Casual volunteering, usually on a one-off basis for a specific purpose occurred during events such as Law Week, and theme-based Rhyme Story Time.

We look forward to re-establishing our Home Library Service, and welcoming our Friends groups and volunteers back to the library when the COVID-19 restrictions ease.

Mobile Library - Serving our Small Communities

It was necessary to take the Mobile Library off the road on two occasions this year due to extreme or Code Red fire danger days. While the Mobile Library is off the road, due to COVID-19, we are taking the opportunity to evaluate the schedule to determine what efficiencies can be gained while continuing to serve the needs of our smaller communities.

Book Clubs

There are 26 Book Clubs across the region. There are 11 Book Clubs in Shepparton, one in Mooroopna, three in Yarrawonga, two in Cobram, three in Numurkah and six in Euroa.

A preview session was held on Tuesday 8 October 2019 at Euroa Library so members could look at a copy of all the books on the Book Club Titles List for 2020.

2019 Dungala-Kaiela Writing Awards

The Dungala-Kaiela Writing Awards are open to Aboriginal and Torres Strait Islander people with a connection to our region. The Dungala-Kaiela Writing Awards were inaugurated in 2012 to provide an opportunity for writing and self-expression in the local Aboriginal and Torres Strait Islander communities.

The Presentations and Celebrations Evening was held on Friday 8 November 2019 at the Rumbalara Football and Netball Club in Shepparton, with a good attendance of some 80 people participating in the event.

The 2019 Winners were:

Story/Yarn/Article/Play

Elder

Irene Thomas – *My Story*

Heather Atkinson – *Story of Ray Atkinson*

Open

Sharonlee Post – *Broken*

Youth

Sarah MacDonald – *Hessian on the Flats*

Junior

Tanner Armstrong – *Time Machine*

Aboriginal Languages of the Region in any written form

Open

Melissa Cowan – *Barmah Bill the Brumby*

Youth

Jett Robbins – *The Yamutj the Dthormanini Yalkas (The Search for the Lovely Little Ones)*

Junior

Aaliyah Marion Atkinson – *That One Day*

Poem/Lyric/Rap

Elder

Elsie Anderson – *The Passing of an Old Soldier-Everybody's Friend*

Open

Lisa Charles – *At Peace*

Youth

Vanessa Harbrow – *Faraway Tree*

Junior

Sereana Harbrow – *Witchetty Grubs*

Children's and Youth Programs

| Name of Program | Number of Programs in libraries | Number of Programs in the community | Number of participants |
|-------------------------------|---------------------------------|-------------------------------------|------------------------|
| Baby Rhyme Time | 41 | 0 | 1,445 |
| Rhyme & Story Time | 216 | 0 | 5,276 |
| Preschool & Childcare Centres | 23 | 20 | 805 |
| Kindergartens | 98 | 12 | 2,038 |
| Primary Schools | 50 | 1 | 1,531 |
| School Holiday Programs | 67 | 0 | 1,419 |
| Special Development Schools | 70 | 0 | 492 |
| Community Events* | 20 | 17 | 1,757 |
| Digital Literacy | 30 | 0 | 566 |
| Library Tours | 4 | 0 | 70 |
| Junior Book Club | 9 | 0 | 68 |
| Indigenous Programs | 7 | 26 | 1,800 |
| Other Group Activities** | 39 | 0 | 392 |
| Total | 674 | 76 | 17,659 |

* Includes Halloween, Community Reading Days, Rainbow Storytime, Mark Guthrie cartoon workshops.

** Includes Games Club, Dungeons & Dragons





Adult Programs

| Name of Program | Number of Programs in libraries | Number of Programs in the community | Number of participants |
|-------------------------|---------------------------------|-------------------------------------|------------------------|
| All Abilities Programs | 63 | 1 | 488 |
| Author Visits | 21 | 0 | 394 |
| Adult Programs* | 87 | 0 | 536 |
| Book Club/Book Chat | 35 | 1 | 255 |
| Friends of the Library | 58 | 1 | 726 |
| Knitting/Crochet Groups | 107 | 0 | 646 |
| Digital Literacy | 76 | 0 | 208 |
| Craft Programs | 69 | 0 | 455 |
| Library Tours | 10 | 0 | 75 |
| Indigenous Programs | 12 | 8 | 183 |
| Events** | 11 | 1 | 231 |
| Multicultural Programs | 32 | 0 | 98 |
| Meetings | 28 | 3 | 179 |
| New Parents Groups*** | 14 | 2 | 210 |
| Other Programs**** | 63 | 15 | 209 |
| Total | 686 | 32 | 4,893 |

* Includes regular programs such as Scrabble Club, Human Book Club, Writers Group.

** Includes events such as Blurry Borders photography exhibition, Out In The Open Festival, Tatura Library Fundraising launch.

*** Included one online session.

**** Includes study groups.

Author Visits to our Libraries

During the year, nine visiting authors gave a total of 21 talks about their books at branch libraries across the region. Unfortunately, due to the COVID-19 pandemic, several planned events were cancelled.

Hendrick Dierich

Poet Hendrick Dierich launched his book *Dark Spectrum* at Euroa Library.

Lyn Farren

Lyn Farren's launch of her book *George: aw, bugger Ireland* took place at Shepparton.

Trish Morey

Author Trish Morey visited Shepparton, Nagambie, Cobram and Euroa branches in February.

Todd Alexander

Author Todd Alexander spoke about his new memoir, *Thirty Thousand Bottles of Wine and a Pig Called Helga: a Not-So-Perfect Tree Change*, at Euroa and Shepparton Libraries on Wednesday 10 July 2019.

Photo (L to R): Emma Kennedy (Children and Youth Services Librarian), Kate Forsyth, Melissa Black (Goulburn Valley Libraries staff) and Corrinne Hills (Shepparton Library Manager) at Shepparton Library.



Kate Forsyth

Author Kate Forsyth spoke about her new novel, *The Blue Rose*, at Shepparton Library on Monday 12 August 2019.

Dr Ross McMullin

Award winning historian and author Dr Ross McMullin gave a talk on *Disaster Into Triumph: the Battle of Polygon Wood* at Nagambie Library on Saturday 9 November 2019. The World War 1 battle of Polygon Wood took place in September 1917, and Dr McMullin's talk was arranged for the lead up to Remembrance Day.

Maria Augustus-Dunn

Author Maria Augustus-Dunn spoke about her memoir *Married Quarter: Boots, Berets and Bloody Uniforms* at Euroa and Mooroopna Libraries on Thursday 14 November 2019.

Paul Byrnes

Author Paul Byrnes presented a talk about his new book, *The Lost Boys: the Untold Stories of the Under-age Soldiers Who Fought in the First World War*, at Numurkah, Cobram and Shepparton Libraries on Wednesday 20 November 2019.

T M Clark

Author T M (Tina) Clark spoke about her new novel *Cry of the Firebird* at Euroa and Shepparton Libraries on Saturday 30 November, Numurkah Library on Sunday 1 December and Yarrawonga, Cobram and Nagambie Libraries on Monday 2 December 2019.



Online Library

Requests and usage of our eResources has ensured that we continued to purchase more items. A 24% growth in items available in eBooks and eAudios meant that during March to June our patrons could access items from the comfort and safety of their homes.

The eCollection had increased over the period July to March with an additional investment in April to top up the collection. The demand for this collection has been growing and increased by 44%.

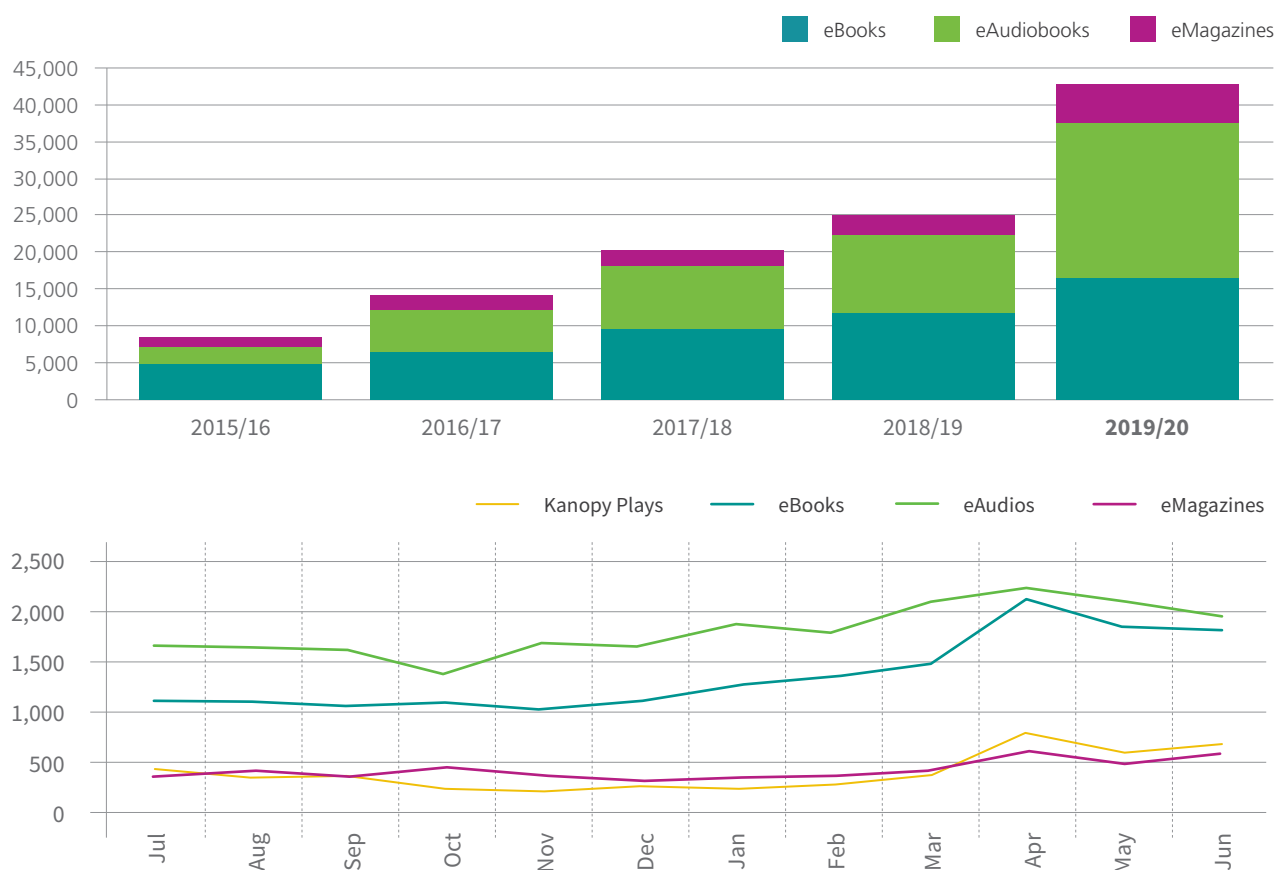
eMagazines, a well used resource, doubled usage while our libraries were closed.

Kanopy video streaming usage has continued to creep up with it doubling since March. Kanopy allowed free access of *The Great Courses* during the period March to June.

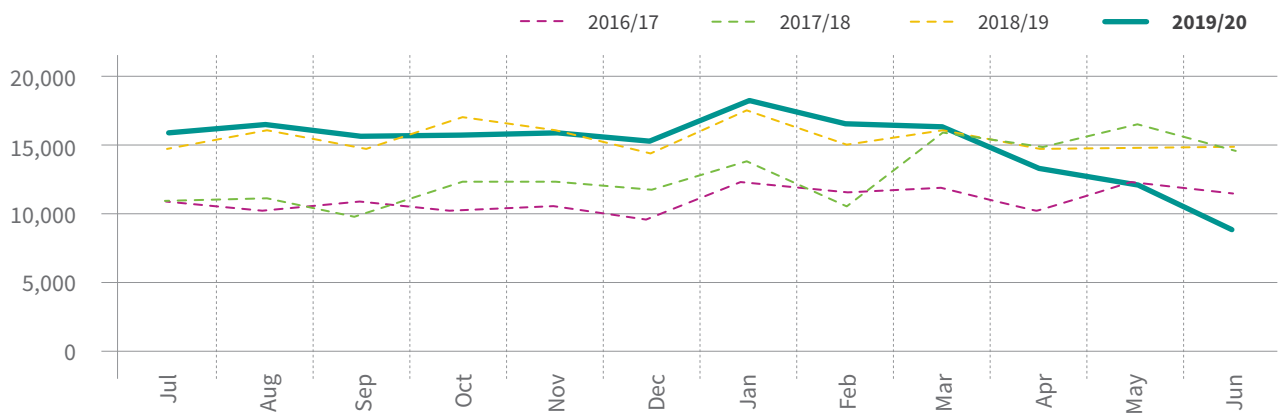
Storybox Library, a valued and useful resource for families, demand doubled in the period March to June.

Ancestry.com usage at home was a COVID-19 positive for our communities. Patrons with an interest in family history can still access this useful database from the comfort of their own home. Another supplier who granted access was Gale: Health and Wellness – a user friendly medical database with practical and up to date medical information. We thank the suppliers for understanding the nature of libraries and facilitating continued use during the lockdown period.

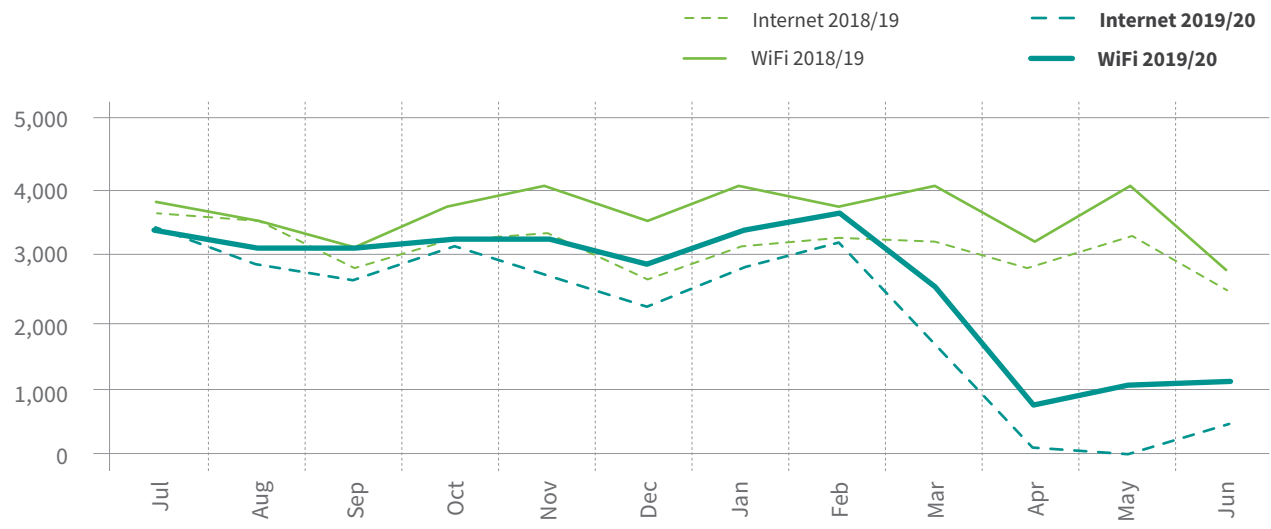
eResource Loans



Website Visits



Internet and WiFi Use



Collections

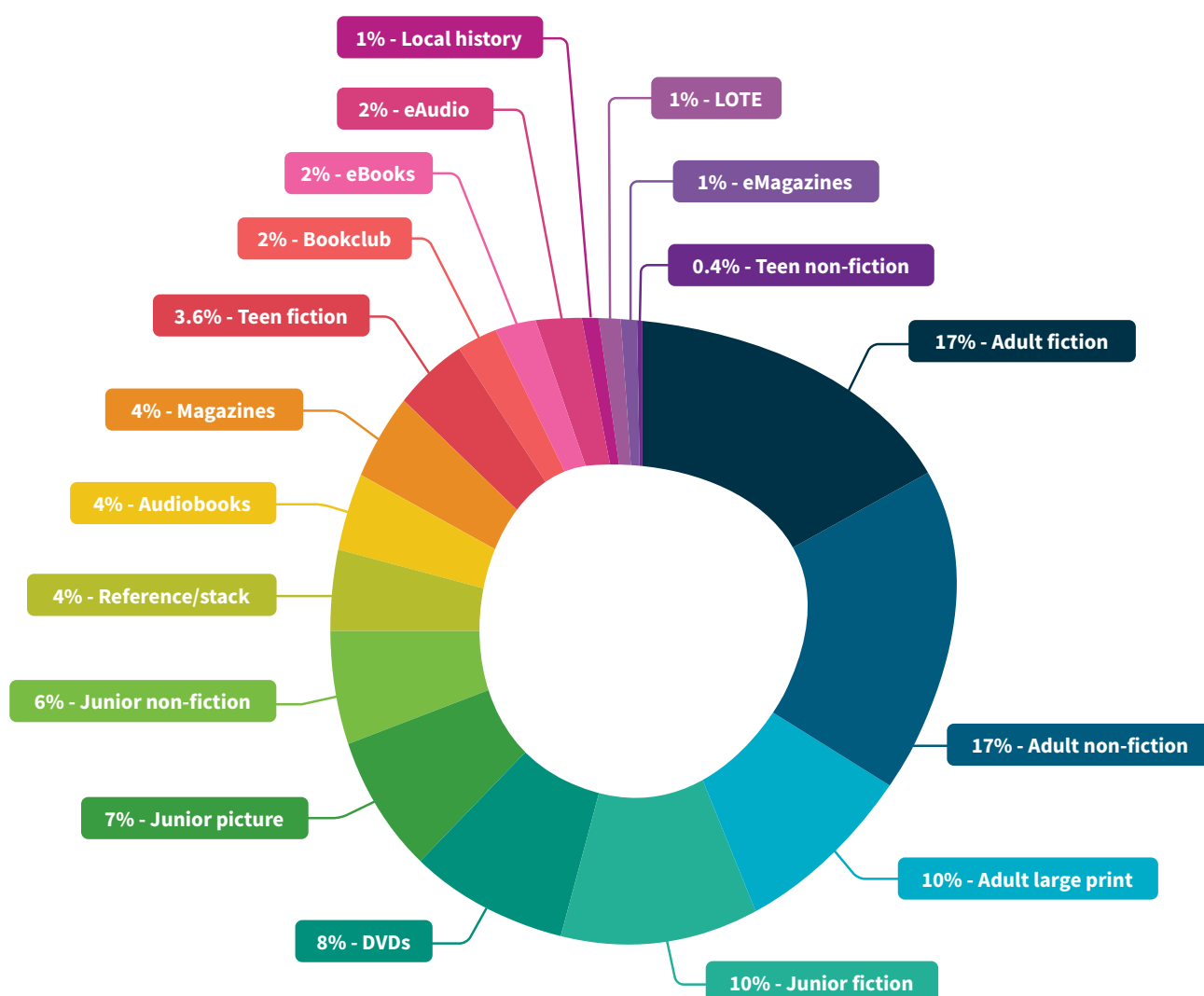
The total collection at Goulburn Valley Libraries continues to improve in quality. The age of the total collection 5 years old or less increased from 50% to 52%.

Physical items make up 95% of our total collection with eResources making up the other 5%.

The library collection continues to be refreshed and expanded, with 16,055 physical items added to the catalogue. This includes purchased and donated items. This year the community borrowed 421,412 collection items.

Highest demand collections continue to be DVDs and eAudios with turnover rates of 7.1 and 6.8 respectively. This is followed by eBooks, audios, adult fiction and picture books.

Collection Type



Kanopy, a video streaming resource, provided an on-demand video streaming service giving access to 26,000 movies, documentaries, foreign films, classic cinema, independent films and educational videos that inspire, enrich and entertain. Numbers have been steadily increasing over the past year with a doubling of usage from March onwards.

Kanopy Kids includes enriching, educational and entertaining films and TV series. A steady increase in usage occurred in 2019 with a 70% increase of kids items usage and a 99% increase in k-series usage.

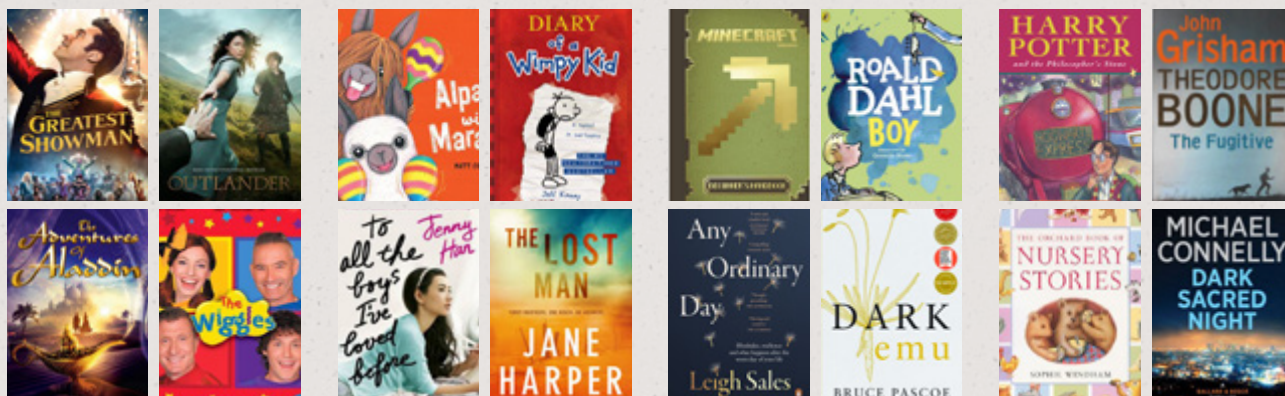
Our eResources were promoted on our website, via Facebook and in the promotional TV and radio advertisements.

Goulburn Valley Libraries now use “collectionHQ”, an evidence based collection management tool, as a resource for staff to improve the collection.

We continue to be part of the Libraries Victoria consortium. Our members borrowed 32,172 items and we loaned 40,871 items to our consortium partners.

Loans 2019/20





Most Borrowed DVD Titles

Junior

- The Wiggles
- Peppa Pig
- Thomas and Friends
- Paw Patrol
- Shaun the Sheep

Teen

- Adventures of Aladdin
- Alice Through the Looking Glass
- The Chronicles of Narnia
- I Kill Giants
- Beauty and the Beast

TV Series

- Outlander
- A Place to Call Home
- Game of Thrones
- Midsomer Murders
- Poldark

Movies

- The Greatest Showman
- The Dressmaker
- The Guernsey Literary and Potato Peel Pie Society
- Finding Your Feet
- Darkest Hour

Most Borrowed Novels or Picture Books

Junior picture books

- Alpacas with Maracas
- The Very Sleepy Bear
- Hickory Dickory Dash
- Scarface Claw, Hold Tight
- Where is Little Fish?

Junior

- Dog man
- Diary of a Wimpy Kid
- Big Nate
- Harry Potter series
- Camping Time

Teen

- To All the Boys I've Loved Before
- Soon
- Wreck
- The Hate U Give
- Whisper

Adult

- The Lost Man
- Past Tense
- Scrubland
- Two Kinds of Truth
- One Good Deed

Most Borrowed Non-fiction Books

Junior

- Minecraft: Beginners Handbook
- Living Stories of Dungala Kaiela
- Australian Birds
- Girl Stuff for Girls Aged 8-12
- Amazing Facts About Australian Dinosaurs

Teen

- Boy: Tales of Childhood
- Vampires, Werewolves and Zombies
- Dewey: The True Story of a World Famous Library Cat
- Going Solo
- The PTSD Survival Guide for Teens

Adult

- Becoming
- Any Ordinary Day
- Dark Emu
- Nothing to Cry About
- When All is Said and Done

Most Borrowed Audiobooks

Junior

- Orchard Book of Nursery Stories
- Water Wings
- The Wonky Donkey
- Paddington: A Day at the Seaside
- Eating

Teen

- Harry Potter Series
- Skellig
- The Fugitive
- A Bridge to Wiseman's Cove
- Dig 3ft NW: The Legendary Journey of Burke & Wills

Adult

- Dark Sacred Night
- On Leopard Rock
- Sparkling Cynide
- Silver
- Two Kinds of Truth

Items in Collection

| | June 2015 | June 2016 | June 2017 | June 2018 | June 2019 | June 2020 |
|--|-----------|-----------|-----------|-----------|-----------|----------------|
| Print and Audio Visual Resources | 198,681 | 160,596 | 158,589 | 154,420 | 154,903 | 152,877 |
| eResources | 3,420 | 4,959 | 5,557 | 6,654 | 7,087 | 8,774 |
| Total | 202,101 | 165,555 | 164,146 | 161,074 | 161,990 | 161,651 |
| % Total collection less than 5 years old | 35.9% | 41.9% | 44.1% | 46.3% | 50.0% | 51.8% |

Collection Purchases

| | | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|-------------------------------------|----------------------|---------|---------|---------|---------|---------------|
| Fiction | Adult | 2,993 | 3,343 | 3,461 | 3,427 | 2,953 |
| | Junior / Young Adult | 1,919 | 1,622 | 1,736 | 1,581 | 1,575 |
| Non-fiction | Adult | 1,881 | 1,978 | 2,027 | 1,693 | 1,590 |
| | Junior / Young Adult | 392 | 496 | 779 | 518 | 673 |
| Junior Picture | | 965 | 918 | 781 | 727 | 734 |
| Large print | | 1,220 | 985 | 1,402 | 1,323 | 1,206 |
| Audio Visual (inc DVD's) | Adult | 945 | 1,490 | 1,470 | 1,884 | 1,835 |
| | Junior | 397 | 547 | 844 | 715 | 567 |
| Laungages Other Than English (LOTE) | | 66 | 528 | 386 | 119 | 199 |
| Premiers Reading Challenge | | 2,567 | 2,752 | 2,164 | 2,159 | 2,223 |
| Magazine titles | | 77 | 85 | 78 | 88 | 79 |
| Donations added to catalogue | | | | | | 684 |
| Total collection purchases | | | | | | 13,364 |
| Discarded items | | 67,508 | 18,469 | 13,518 | 14,185 | 16,074 |

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

Individual magazine editions and donated items are not included in this table.

Library Performance 2019/20

| Branch | Members | Loans | Visits | Holds / Requests | In-house Internet use | WiFi |
|---------------------------|---------------|----------------|----------------|------------------|-----------------------|---------------|
| Greater Shepparton | | | | | | |
| Mooroopna | 2,250 | 27,593 | 18,748 | 4,887 | 2,547 | 2,187 |
| Shepparton | 13,700 | 135,311 | 73,801 | 20,345 | 10,469 | 13,386 |
| Tatura | 1,110 | 16,612 | 9,744 | 3,611 | 809 | 646 |
| Total | 17,060 | 179,516 | 102,293 | 28,843 | 13,825 | 16,219 |
| Moiria Shire | | | | | | |
| Cobram | 3,497 | 51,268 | 33,562 | 12,003 | 3,601 | 4,405 |
| Nathalia | 907 | 8,930 | 5,566 | 1,884 | 218 | 745 |
| Numurkah | 1,976 | 28,049 | 16,311 | 6,959 | 1,701 | 2,180 |
| Yarrawonga | 3,285 | 39,943 | 40,706 | 9,194 | 2,540 | 2,886 |
| Total | 9,665 | 128,190 | 96,145 | 30,040 | 8,060 | 10,216 |
| Strathbogie Shire | | | | | | |
| Euroa | 2,467 | 33,223 | 38,435 | 7,172 | 2,969 | 3,665 |
| Nagambie | 903 | 14,027 | 7,923 | 4,000 | 720 | 911 |
| Violet Town | 390 | 6,293 | 5,427 | 1,712 | 176 | 802 |
| Total | 3,760 | 53,543 | 51,785 | 12,884 | 3,864 | 5,378 |
| Other | | | | | | |
| Mobile Library | 996 | 11,246 | 4,135 | 2,476 | 7 | 631 |
| Administration / HQ | 234 | 5,310 | - | 3,389 | - | - |
| eLoans | - | 43,607 | - | - | - | - |
| Total 2019/20 | 31,715 | 421,412 | 254,358 | 77,606 | 25,757 | 32,444 |
| Total 2018/19 | 31,924 | 491,104 | 345,423 | 78,089 | 37,642 | 43,545 |

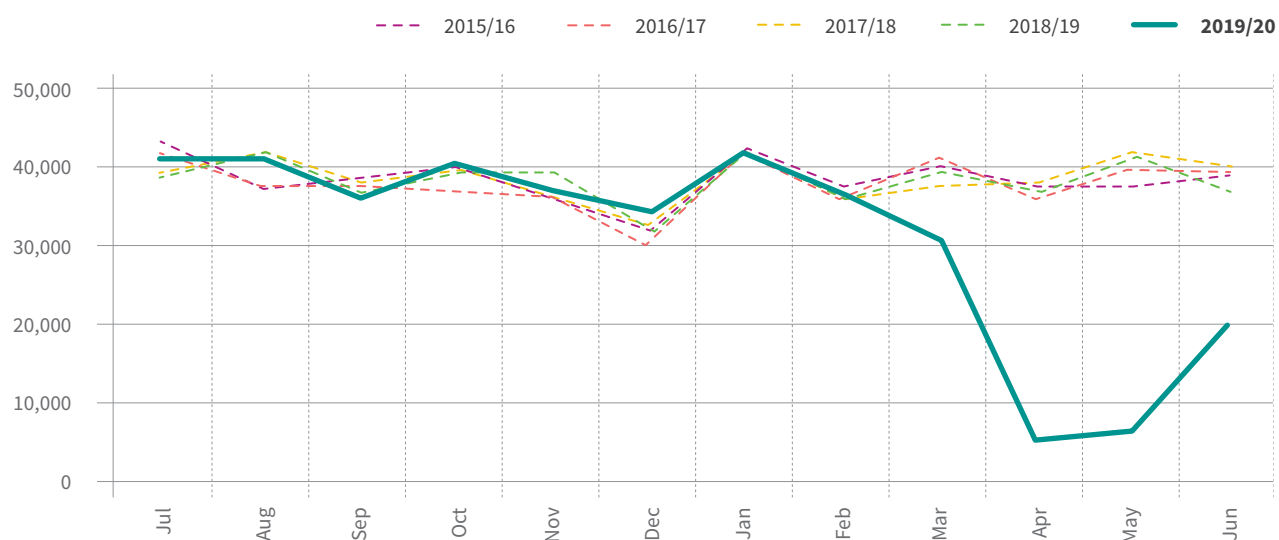
Comparative Performance Summary 2016-2020

| | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|---|-------------------|----------------------|----------------------|----------------------|----------------------------|
| Total region population | 102,012 | 102,497 | 105,513 | 106,451 | 107,204 |
| Memberships | 28,974 | 30,286 | 31,389 | 31,924 | 31,715 |
| New members | 3,946 | 4,508 | 3,923 | 3,741 | 2,810 |
| Active members | 12,642 | 14,357 | 13,117 | 13,564 | 14,433 |
| Membership as % of population | 28.4% | 29.5% | 29.7% | 30.0% | 29.6% |
| Visits | 364,147 | 363,123 | 350,957 | 345,423 | 254,358 |
| Visits per capita | 3.57 | 3.54 | 3.33 | 3.24 | 2.37 |
| Operating expenditure ¹ | \$3,069,809 | \$3,046,825 | \$3,171,629 | \$3,304,898 | \$3,091,359 |
| Operating expenditure per capita | \$30.09 | \$29.73 | \$30.06 | \$31.05 | \$28.84 |
| Attendance at programs/events | 24,598 | 29,183 | 31,632 | 30,909 | 22,552 |
| Website visits | 138,280 | 130,475 | 157,281 | 185,028 | 181,333 |
| Total staff numbers | 71 | 75 | 69 | 76 | 68 |
| Total FTE ⁶ staff | 25.16 | 26.66 | 25.63 | 25.76 | 25.01 |
| FTE ⁶ per population | 1/4055 | 1/3845 | 1/4117 | 1/4132 | 1/4286 |
| Total FTE ⁶ qualified staff | 13 | 12.6 | 13.2 | 14.52 | 12.92 |
| Qualified FTE ⁶ per population | 1/7847 | 1/8135 | 1/7993 | 1/7331 | 1/8298 |
| Expenditure on library materials ² | \$302,006 | \$356,665 | \$421,843 | \$394,104 | \$378,939 |
| Expenditure on library materials per capita | \$2.96 | \$3.47 | \$4.00 | \$3.70 | \$3.53 |
| Number of physical collection items | 160,596 | 158,589 | 154,420 | 154,903 | 152,877 |
| Physical collection items per capita | 1.57 | 1.55 | 1.46 | 1.45 | 1.43 |
| % Collection purchased in past 5 years – physical items only | 41.9% | 42.1% | 45.3% | 47.7% | 49.0% |
| % Total collection purchased in past 5 years – including eResources | – | 44.1% | 46.3% | 50.0% | 51.8% |
| Number of eResource collection items | 4,959 | 5,557 | 6,654 | 7,087 | 8,774 |
| Total number of collection items | 165,555 | 164,146 ⁵ | 161,074 ⁵ | 161,990 ⁵ | 161,651⁵ |
| eResources as % of total collection | 3.0% | 3.4% | 4.1% | 4.4% | 5.4% |
| Loans physical items | 455,956 | 451,938 | 460,034 | 460,886 | 377,805 |
| Loans eResources | – | 14,294 | 20,389 | 30,218 | 43,607 |
| Loans total | – | 466,232 ⁵ | 480,423 ⁵ | 491,104 ⁵ | 421,412⁵ |
| Loans per capita | 4.47 | 4.54 ⁵ | 4.55 ⁵ | 4.61 ⁵ | 3.93⁵ |
| Loans per member | 15.73 | 15.39 ⁵ | 15.3 ⁵ | 15.38 ⁵ | 13.29⁵ |
| Loans per visit | 1.25 | 1.28 ⁵ | 1.37 ⁵ | 1.42 ⁵ | 1.65⁵ |
| Turnover – Loans per collection items | 2.83 | 2.84 ⁵ | 2.98 ⁵ | 3.03 ⁵ | 2.62⁵ |
| Number of public access internet PC's | 47 | 56 | 52 | 52 | 52 |
| Number of PC's per population | 1/2170 | 1/1830 | 1/2029 | 1/2047 | 1/2062 |
| Customer satisfaction | 8.93 ⁴ | Not undertaken | Not undertaken | 8.84 ⁴ | 8.96 ³ |

¹ Total operating expenditure less depreciation² 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.⁵ Includes eResources⁶ Full time equivalent

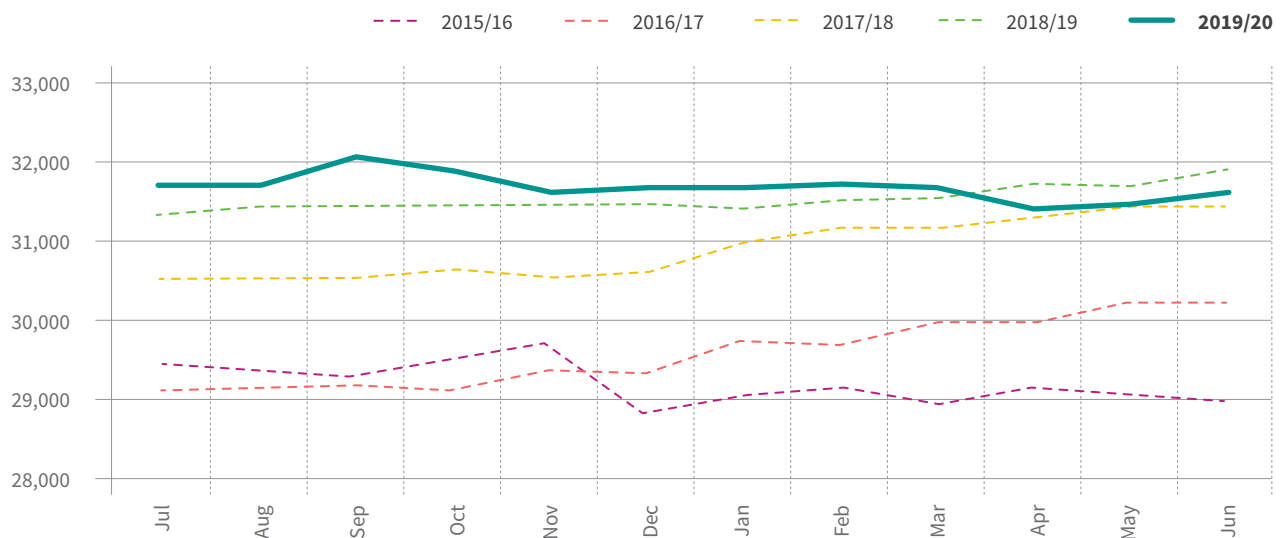
Loans

| Branch | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|---------------------------|----------------|----------------|----------------|----------------|----------------|
| Greater Shepparton | | | | | |
| Mooroopna | 30,840 | 30,373 | 30,544 | 33,123 | 27,593 |
| Shepparton | 151,568 | 153,045 | 159,029 | 163,786 | 135,311 |
| Tatura | 18,749 | 19,029 | 18,521 | 19,230 | 16,612 |
| Total | 201,157 | 202,447 | 208,094 | 216,139 | 179,516 |
| Moira Shire | | | | | |
| Cobram | 52,819 | 52,982 | 63,095 | 60,764 | 51,268 |
| Nathalia | 11,010 | 11,082 | 11,424 | 10,733 | 8,930 |
| Numurkah | 38,420 | 33,722 | 32,973 | 34,575 | 28,049 |
| Yarrawonga | 51,407 | 50,048 | 50,029 | 49,536 | 39,943 |
| Total | 153,656 | 147,834 | 157,521 | 155,608 | 128,190 |
| Strathbogie Shire | | | | | |
| Euroa | 49,551 | 50,336 | 45,445 | 42,614 | 33,223 |
| Nagambie | 18,276 | 16,745 | 17,246 | 16,546 | 14,027 |
| Violet Town | 6,102 | 7,009 | 6,571 | 7,788 | 6,293 |
| Total | 73,929 | 74,090 | 69,262 | 66,948 | 53,543 |
| Other | | | | | |
| Mobile Library | 16,374 | 15,316 | 13,275 | 15,387 | 11,246 |
| Administration / HQ | 7,987 | 9,075 | 9,433 | 6,804 | 5,310 |
| eLoans | | 8,484 | 14,294 | 30,218 | 43,607 |
| Total | 449,893 | 455,956 | 466,232 | 491,104 | 421,412 |



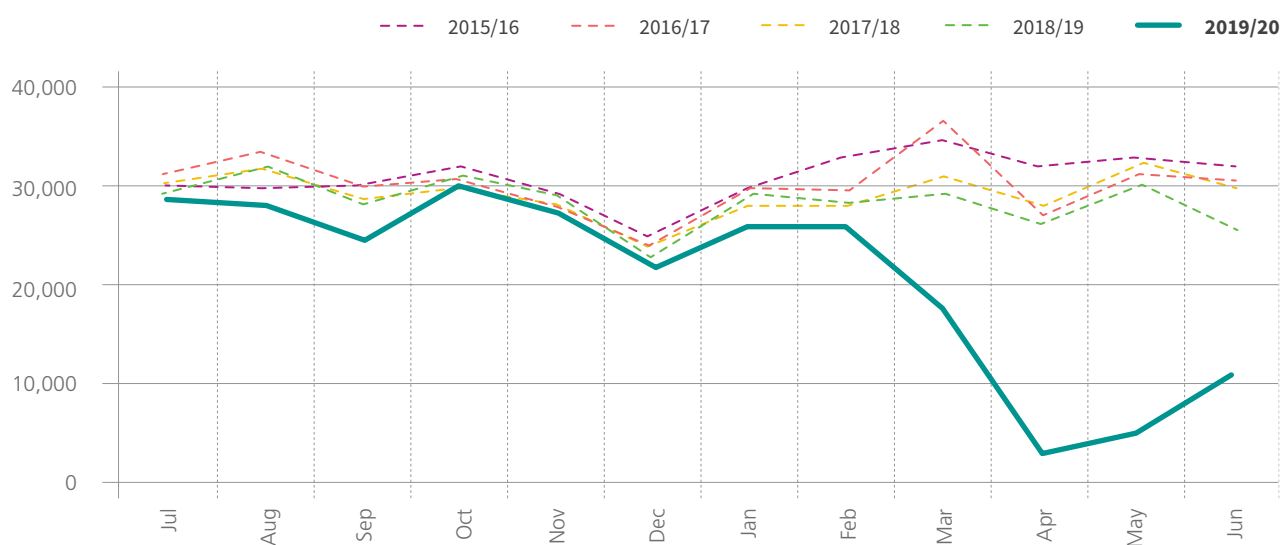
Members

| Branch | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|---------------------------|---------------|---------------|---------------|---------------|---------------|
| Greater Shepparton | | | | | |
| Mooroopna | 2,167 | 2,233 | 2,294 | 2,295 | 2,250 |
| Shepparton | 12,664 | 12,858 | 13,290 | 13,558 | 13,700 |
| Tatura | 1,133 | 1,133 | 1,137 | 1,119 | 1,110 |
| Total | 15,964 | 16,224 | 16,721 | 16,972 | 17,060 |
| Moira Shire | | | | | |
| Cobram | 2,365 | 3,187 | 3,509 | 3,709 | 3,497 |
| Nathalia | 912 | 934 | 959 | 912 | 907 |
| Numurkah | 1,948 | 1,981 | 1,993 | 1,999 | 1,976 |
| Yarrawonga | 2,999 | 3,050 | 3,152 | 3,235 | 3,285 |
| Total | 8,224 | 9,152 | 9,613 | 9,855 | 9,665 |
| Strathbogie Shire | | | | | |
| Euroa | 2,411 | 2,448 | 2,530 | 2,524 | 2,467 |
| Nagambie | 807 | 821 | 873 | 902 | 903 |
| Violet Town | 360 | 389 | 414 | 403 | 390 |
| Total | 3,578 | 3,658 | 3,817 | 3,829 | 3,760 |
| Other | | | | | |
| Mobile Library | 1,074 | 1,082 | 1,049 | 1,056 | 996 |
| Administration / HQ | 134 | 170 | 189 | 212 | 234 |
| Total | 28,974 | 30,286 | 31,389 | 31,924 | 31,715 |



Visits

| Branch | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|---------------------------|----------------|----------------|----------------|----------------|----------------|
| Greater Shepparton | | | | | |
| Mooroopna | 24,627 | 25,836 | 25,487 | 24,614 | 18,748 |
| Shepparton | 112,734 | 109,576 | 107,747 | 112,419 | 73,801 |
| Tatura | 12,274 | 12,045 | 11,991 | 11,663 | 9,744 |
| Total | 149,635 | 147,457 | 145,225 | 148,696 | 102,293 |
| Moiria Shire | | | | | |
| Cobram | 56,920 | 53,419 | 44,859 | 40,938 | 33,562 |
| Nathalia | 8,353 | 8,997 | 8,731 | 7,813 | 5,566 |
| Numurkah | 25,028 | 23,702 | 22,212 | 22,483 | 16,311 |
| Yarrawonga | 44,425 | 46,273 | 45,672 | 46,048 | 40,706 |
| Total | 134,726 | 132,391 | 121,474 | 117,282 | 96,145 |
| Strathbogie Shire | | | | | |
| Euroa | 52,770 | 57,130 | 57,743 | 53,987 | 38,435 |
| Nagambie | 13,017 | 12,386 | 12,059 | 11,066 | 7,923 |
| Violet Town | 6,613 | 8,037 | 7,783 | 7,581 | 5,427 |
| Total | 72,400 | 77,553 | 77,585 | 72,634 | 51,785 |
| Other | | | | | |
| Mobile Library | 7,406 | 5,722 | 6,673 | 6,811 | 4,135 |
| Administration / HQ | - | - | - | - | - |
| Total | 364,147 | 363,123 | 350,957 | 345,423 | 254,358 |



Local Government Reporting Framework

| Branch | Greater Shepparton | Moira Shire | Strathbogie Shire | Total |
|---|--------------------|-------------|-------------------|----------------|
| Indicator Utilisation | | | | |
| <i>Measure LB1. Physical Library Collection Usage</i> | | | | |
| Number of physical library collection item loans | 185,035 | 133,709 | 59,062 | 377,805 |
| Number of physical library collection item | 66,496 | 54,779 | 31,601 | 152,877 |
| Indicator | 2.78 | 2.44 | 1.87 | 2.47 |

Notes:

Mobile Library and HQ physical collection items and loans allocated equally between Municipalities.
Excludes eBook items and loans.

| | | | | |
|--|--------------|--------------|--------------|----------------|
| Indicator Resource Standard | | | | |
| <i>Measure LB2. Recently Purchased Library Collection</i> | | | | |
| Number of library collection items purchased in the last 5 years | 35,888 | 29,699 | 18,137 | 83,725 |
| Number of library collection items | 69,421 | 57,704 | 34,526 | 161,651 |
| Indicator | 51.7% | 51.5% | 52.5% | 51.8% |

Notes:

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

| | | | | |
|--|----------------|----------------|----------------|--------------------|
| Indicator Service Cost | | | | |
| <i>Measure LB5. Cost of Library Service Per Population</i> | | | | |
| Direct cost of the library service | \$1,260,112 | \$593,811 | \$203,537 | \$2,000,354 |
| Population | 66,498 | 29,925 | 10,781 | 107,204 |
| Indicator | \$18.95 | \$19.84 | \$18.88 | \$18.66 |

Notes:

Council share of Mobile Library costs and HQ costs included in direct cost proportion.
Direct cost to councils less share of capital and depreciation.
Costs are based on 2019/20 approved budget costs as actuals are not available yet.
Population based on ABS Population data June 2019 catalogue 3218.0.

| | | | | |
|--|-------------|--------------|--------------|----------------|
| Indicator Participation | | | | |
| <i>Measure LB4. Active Library Borrowers</i> | | | | |
| Number of active library borrowers | 6,576 | 4,964 | 2,894 | 14,433 |
| Population | 66,498 | 29,925 | 10,781 | 107,204 |
| Indicator | 9.9% | 16.8% | 26.8% | 13.5% |

Notes:

Members who have borrowed a collection item within the last 12 months.
Includes members who have borrowed eBooks or other eResources.
Mobile Library, HQ members and members who have borrowed eResources only allocated equally between Municipalities.
Population based on ABS Population data June 2019 catalogue 3218.0.
Data is provided for 2019/20 only. System will use previous years data to calculate sums for last three financial years.

Directory

Administration Support Centre

79 Benalla Rd, Shepparton

CEO

Kevin Preece

CIT

Alexandra Andrew

Dylan O'Connell

Library Operations

Jenny Wyllie

Julie Best

Fiona Hodgson

Technical Services

Cindy Decker (July 2019 – June 2020)

Debbie Andrews

Dixie Horig

Jeanette Morris

MaryAnn Williamson

HR Coordinator

Cindy Decker

Special projects

Jan Sutton

Administration Officer

Ros Wright

Branch run

David Williamson (Apr 2020 – Jun 2020)

Cobram Library

14 Punt Rd, Cobram

Library Coordinator

Judy Taylor

Jessica Anderson (Jul 2019 – Jun 2020)

Library Assistant

Marian Jones

Lyndall Black (Jul 2019 – Jun 2020)

Euroa Library

62 Binney St, Euroa

Library Coordinator

Cathy Artridge

Marg Maconachie

Library Assistant

Barb Trainor

Mobile Library

79 Benalla Rd, Shepparton

Library Coordinator

Howard Hanna (retired Nov 2019)

David Williamson (Jul 2019 – Apr 2020)

Library Assistant

Andrew McDowell

Kristine Scott (Jan 2020 – Jun 2020)

Mooroopna Library

The Hub, 9-11 Morrell St, Mooroopna

Library Coordinator

Rhonda McKie

Michelle Nicolson

Library Assistant

Nicole Lorenz (Jul 2019 – Feb 2020)

Natasha Bell (Feb 2020 – Apr 2020)

Nagambie Library

352 High St, Nagambie

Library Coordinator

Catherine Langdon

Nathalia Library

75 Blake St, Nathalia

Library Coordinator

Donna Hicks

Geke Brals (July 2019 – Oct 2019)

Natasha Bell (July 2019)

Numurkah Library

18 McCaskill St, Numurkah

Library Coordinator

Louise Bouchier

Library Assistant

Sue Flanner (Jul 2019 – Jun 2020)

Shepparton Library

41-43 Marungi St, Shepparton

Library Manager

Corrinne Hills

Library Officer

Emma Beach (on leave)

Tom Harding (Jul 2019 – Jun 2020)

Library Assistants

Joanne Davies

Nicole Lorenz (Feb 2020 – Jun 2020)

Melissa Black (Jul 2019 – Dec 2019)

Antonia O'Sullivan (Jul 2019 – Jun 2020)

Children and Youth Services Librarian

Emma Kennedy

Tatura Library

12-16 Casey St, Tatura

Library Coordinators

Claire Flett (retired Jul 2019)

Kerrie Douglas

Violet Town Library

Cowslip St, Violet Town

Library Coordinator

Denise Jackson

Yarrawonga Library

26-30 Belmore St, Yarrawonga

Library Coordinators

Marg Ritchie

Kerry Currie

Library Assistant

Edna Hafon

1300 374 765
gvlibraries.com.au

