

# ANNUAL REPORT

2021/22



Our Vision

CONNECTED, EMPOWERED  
AND INSPIRED COMMUNITIES.



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# FROM THE CHAIRPERSON AND CEO



**Julie Brooks**  
Chairperson



**Kevin Preece**  
CEO

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

The financial year 2021/22 was again severely impacted by the ongoing COVID-19 global pandemic.

Shutdowns and restrictions on entry to our libraries in the winter/spring impacted attendance and our other main activity indicators.

We adapted and continued to offer Click and Collect and our on-line services to those that couldn't visit the library.

Our staff continued to respond to the setbacks and supported the communities in providing essential and modified services.

Despite the uncertainty and disruption, we have continued to deliver on our Library Plan objectives, where possible.

Our Board met in person in February 2022 for a Strategic Planning Day to develop our new Library Plan 2022-26, which was subsequently adopted in June 2022. This document will guide our direction for the next four years.

At Board level we said farewell to Kaye Thomson and David Roff, both long standing Board members and strong contributors.

We welcomed Jess Bonaddio and Kym Bailey as Moira Shire and Strathbogie Shire community representatives, respectively.

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

- Finalisation of the new Yarrawonga Library design.
- Development and approval of a new Library Plan 2022-26.
- Development of a new static self-service library at Avenel and a new Library Locker at Murchison as part of the "Improving Services to Small Rural Communities project."
- Developed and approved a 2022/23 Budget supported by productivity savings and 1.5% increase in revenue from member Councils.
- Reviewed several policies, including: the Board Code of Conduct, Procurement Policy, Business Continuity Plan, Fraud Control Policy, and Public Disclosures Policy.
- Developed our first "Review" Reconciliation Action Plan and submitted the draft to Reconciliation Australia for approval.
- Adopted our first Environmental Sustainability Policy, including actions, indicators and measures.
- Supported the implementation of a management restructure that has delivered significant productivity savings.
- Delivered a strong financial result.

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

# 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 107,954<sup>1</sup> people over an area of 9,772<sup>1</sup> 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 and Support Centre in Shepparton supports the library operations by providing shared support services and logistics.



<sup>1</sup> ABS ERP, March 2022

# OUR BOARD

## Greater Shepparton City Council



Deputy  
Chair

**Mr Derek Poulton**

Community representative

## Moira Shire



Chair

**Cr Julie Brooks**

## Strathbogie Shire



**Cr Reg Dickinson**



**Cr Greg James**



**Ms Sally Rice**

Executive representative



**Mr David Roff**

Executive representative

*Retired June 2022*



**Ms Louise Mitchell**

Executive representative

*Joined February 2021*



**Jessica Bonaddio**

Community representative



**Ms Kym Bailey**

Community representative

*Joined November 2021*



**Mrs Kaye Thomson**

Executive representative

*Retired November 2021*



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 2021/22 with all meetings held entirely or partially remotely via Zoom.

Ms Kaye Thomson retired and was replaced by Louise Mitchell as the Greater Shepparton City Council senior officer representative. Ms Kym Bailey joined the Board to fill the vacant Strathbogie Shire Community Representative position.

Cr Julie Brooks was elected Chairperson from November 2021 and Derek Poulton was elected as Deputy Chairperson.

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

The 2021/22 membership included David Roff (Chairperson), Ms Kaye Thomson, Ms Sally Rice and Ms Louise Mitchell.

The CEO Performance Matters Committee is usually 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	Finance & Audit Committee meetings	CEO Performance Matters Committee
Cr Julie Brooks	6	–	1
Cr Greg James	2	–	–
Cr Reg Dickinson	5	–	–
David Roff	7	4	1
Sally Rice	6	5	–
Kaye Thomson	1	1	–
Derek Poulton	7	–	1
Jessica Bonaddio	7	–	–
Kym Bailey	5	–	–
Louise Mitchell	5	2	–



# 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.

## Public Interest Disclosure

We are committed to the aims and objectives of the *Public Interest 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 2021/22 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 1982* to apply for access to Corporation information, including viewing documents and/or obtaining personal copies. No formal requests were received during 2021/22.

In addition the Corporation makes available the required documentation pursuant to the *Local Government Act 2020*.

## 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, Personal Accident and Corporate Travel
- EML Insurance for Workcover Insurance
- Zurich for Motor Vehicle Insurance

During 2021/22 the Board again reviewed the Corporate Risk Register and Risk Management Plans.

The Board also reviewed our fraud risks as part of the review of the Fraud Control Policy.

## Privacy and Data Protection

We are committed to the aims and objectives of the *Privacy and Data Protection Act 2014*.



# OUR PEOPLE

Goulburn Valley Libraries has a group of dedicated staff who have been employed in public libraries for many years.

Goulburn Valley Libraries has a high proportion of females in part time or casual roles which fits in with the family life balance that we promote.

We employ several high school and home school students as junior shelvers.

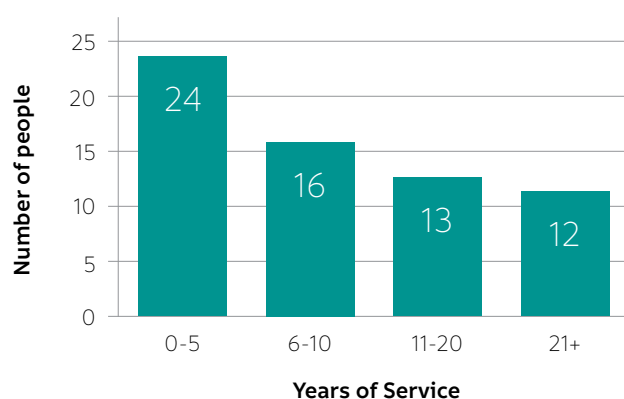
This year saw the retirement of Alexandra Andrew, Donna Hicks and Ros Wright, who had worked for Goulburn Valley Libraries for over 30 years each. Marg Ritchie retired after 17 years. Long-term casual staff member, Judith Durston also retired.

As at 30 June	2020/21	2021/22
Total employee numbers	67	65
Permanent employees full time	13	9
Permanent employees part time	29	30
Casual employees	25	26
Full time equivalents	27.47	24.18
Male	10	9
Female	57	56

## Staff turnover

	2020/21	2021/22
New employees	7	7
Resignations / Retirement (including casual)	8	9

## Length of service



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

	Operations	Technical Support	ICT Corporate Services and Administration	Total
Permanent FT - female	6	2	0	8
Permanent FT - male	0	1	0	1
Permanent PT - female	21	5	1	27
Permanent PT - male	1	1	1	3
Casual - female	21	0	0	21
Casual - male	5	0	0	5
<b>Total</b>	<b>54</b>	<b>9</b>	<b>2</b>	<b>65</b>

Note: Junior casual employees that restock shelves comprise approximately 24% 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

Operations Manager

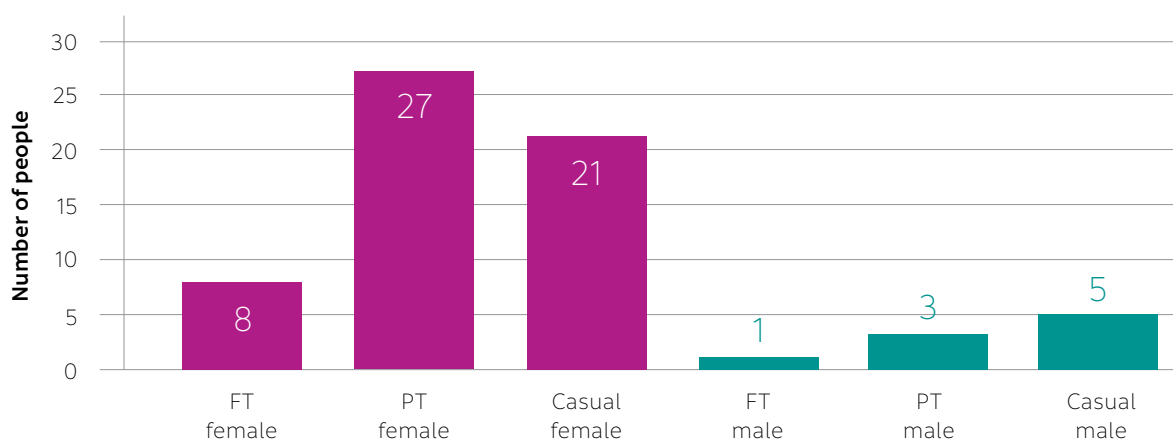
### Cindy Decker

Technical Support Manager

## Age breakdown

	2021	2022
Under 19 years	7	6
20-29 years	5	5
30-39 years	5	6
40-49 years	7	8
50-59 years	15	14
60-69 years	24	24
70+ years	2	2

## Gender breakdown



## Training and Development

The Corporation encourages staff in their professional development by providing opportunities for attendance at seminars and conferences. While distance and timing has previously been restrictive, opportunities have continued to be available on-line.

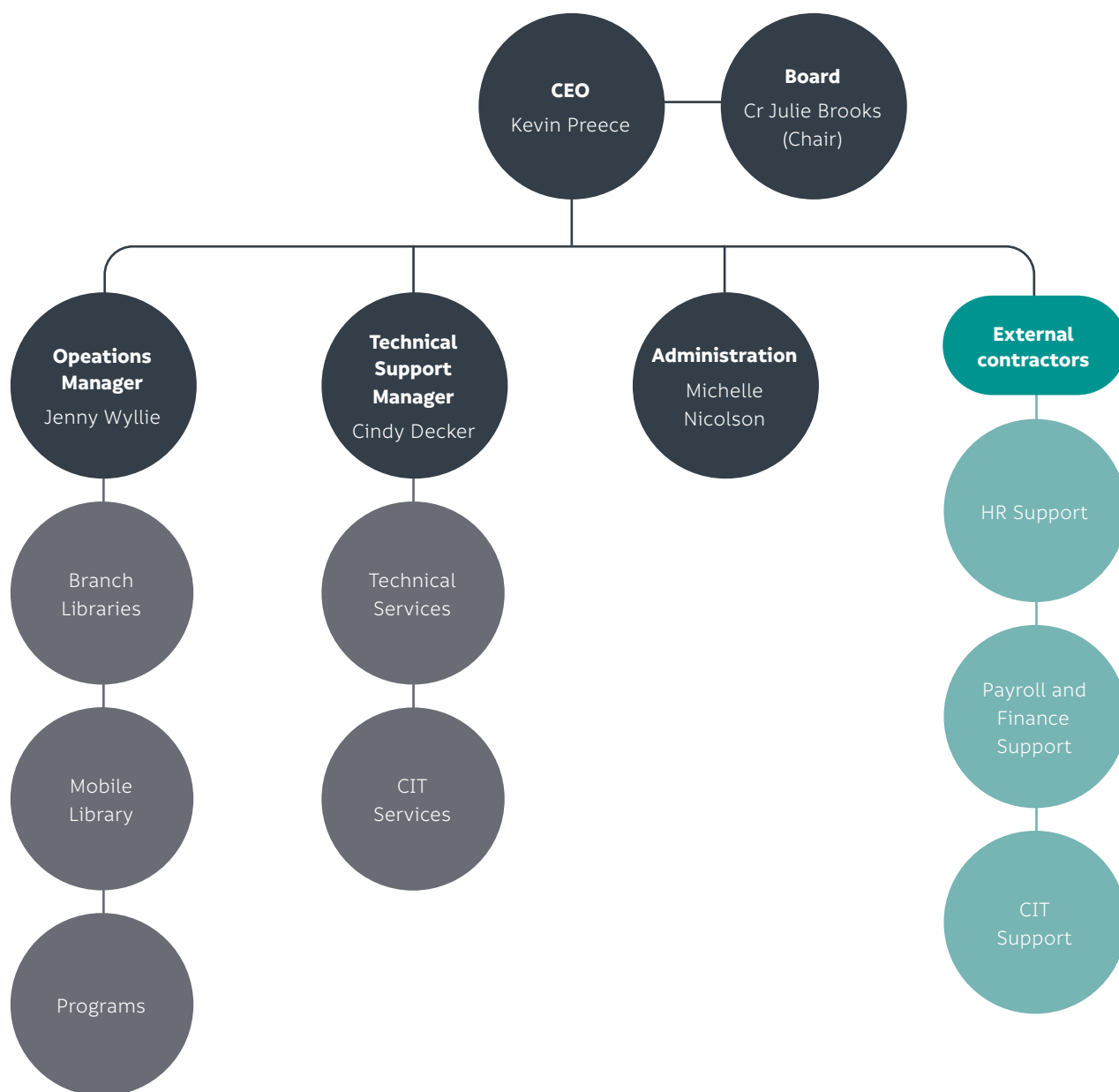
One staff member graduated and one staff member continues to progress towards her tertiary qualification.

Professional development and training activities included:

- ALIA Conference – staff member presented
- SLV Shared Leadership Program
- PLV Information and Communications Technology (ICT) SIG
- PLV Resource Sharing SIG
- PLV Home Library SIG
- PLV Collections SIG
- PLV Children's and Youth Services SIG
- PLV Mobile Library group
- Library makers on-line
- Libraries by design on-line
- CollectionHQ – recorded Webinars
- Fair work webinar on-line
- Workplace forum on-line
- Children's workshop on-line
- SafetyHub – Childs play – a manual handling program
- SafetyHub – Coronavirus – How is it spread?
- SafetyHub – Coronavirus and COVID-19: Prevention and management
- SafetyHub – Coronavirus control measures
- SafetyHub – Face mask basics – coronavirus control
- SafetyHub – Fire extinguishers
- SafetyHub – Fire extinguishers – basic operation
- SafetyHub – Mental health
- SafetyHub – Safe manual handling
- SafetyHub – Safety essentials
- SafetyHub – Workplace health and safety
- WYNtalk reconciliation with Shelley Ware on-line
- COSA 2021 (SirsiDynix) – 2 days on-line
- eResources webinar
- Libraries and sustainability seminar on-line
- Understanding family history and family historians with Dr Kate Bugnall on-line
- How to research with PROV's new website and ordering system on-line
- VCCI – Day to day management on-line
- VCCI – Emotional intelligence on-line
- ALIA – Accessions – getting it right – on-line
- Research review on public libraries response to COVID-19 – on-line
- Future of indigenous literature – on-line
- Making your volunteer program safe on-line
- Bluecloud analytics workshop on-line
- Public Libraries – digital inclusion & innovation on-line
- SirsiDynix – Symphony Aquisitions review on-line
- SirsiDynix – Symphony administration essentials review on-line
- Libraries and Sustainability seminar on-line
- Adaptive libraries: Disruption, design & delivery in a changing world on-line
- Transparent Libraries On-line webinar
- Creating Auslan storytimes in person
- Volunteer webinars on-line
- Cloud Library on-line training
- Negotiation training on-line
- Libraries Change Lives on-line
- CBCA Judges Talk on-line



## Organisational Structure



# HIGHLIGHTS

## Reconciliation Action Plan

In 2021/22 we completed our first draft Reconciliation Action Plan and submitted this to Reconciliation Australia for review.

The Board made a firm commitment to develop our first Reconciliation Action Plan and supported the journey.

We formed a Reconciliation Action Plan Working Group and quickly developed a program towards our Reconciliation Action Plan. We undertook a field trip with our group and Board members to “The Flats” at Mooroopna where Uncle Lance James gave a tour and provided valuable insights to the local indigenous communities, the history of the Cummeragunga walk off and the settlement at the Flats. We had a great lunch and talk by Board member and local Yorta Yorta man Greg James at the Connection Café.

We also arranged Cultural Awareness Training for all staff and the first session was delivered by local Yorta Yorta woman Robynne Nelson from Mulana Kaalinya at Mooroopna Library. Further on-line training sessions will also be undertaken to ensure all staff can attend this important training.

Our Indigenous Library Assistant Julie Best has continued to develop and deliver Indigenous based programs at our libraries and schools throughout the year. We held a great Morning Tea at the Shepparton Library to celebrate NAIDOC week with Greg James, Julie Best, Heidi Knowles and Levi Power as guest speakers.

As an organisation we are committed to our reconciliation journey and look forward to getting our Reconciliation Action Plan approved by Reconciliation Australia in 2022/23.

## Environmental Sustainability Policy

Our Board has provided guidance towards the development of our first Environmental Sustainability Policy and Action Plan.

Approved by the Board, our policy commits Goulburn Valley Libraries to working towards a sustainable future and reducing our carbon footprint through achievable and measurable actions.

Materials consumption	Baseline 2019/20	2026 Target
Paper	1,105kg	800kg
Plastic – items not covered	5.4%	20%
Water	79kL	65kL
eCollection / physical Collection	5.4%	20%
Reduce vehicle emissions	109,036km	100,000km
(ex Mobile Library)	77,826km	70,000km
Electricity consumption	56,479kWh	45,000kWh
Greenhouse gas emissions	65.4 tonnes	50 tonnes
Fuel consumption – eVehicles	Zero	50%



## Yarrawonga Library commences

After years of planning, work on the new Yarrawonga Library has commenced.

Moira Shire has appointed Ultra Project Services Pty Ltd to deliver the project with a current reported project value of \$6.7 million.

Designed by architects N2SH Design Studio the project gained a \$1 million contribution from the Living Libraries Infrastructure Fund alongside a \$3.5 million loan from the State Government's Community Infrastructure Loans Fund.

The amazing design (above) will wrap around the Town Hall building and borrow from and complement the iconic building.

Moira Shire has asked the community to help fundraise for the furniture and fitout of the building and requested Goulburn Valley Libraries to help with this process.

## Improving Services for Small Rural Communities – Avenel & Murchison

Following receipt of \$120,000 from the Living Libraries Infrastructure Fund in 2020/21 we completed detailed plans and are well underway with implementation of these two projects.

### Avenel Library

We consulted with the local community and agreed to establish a small self service static library at the community hub located "Old Police Residence" at Avenel. Together with the Jubilee Park Committee of Management who have renovated the building we have installed a self service kiosk, a small collection, shelving, furniture, PCs, WiFi and copier, TV and security system and other ancillary items. The library will be opened and closed by community volunteers and supported by the Mobile Library when it visits once a week.

### Murchison Library Locker

We have purchased a new state of the art Library Locker to support the Mobile Library at Murchison.

The Locker will have a distinct Murchison Meteorite themed design and enable patrons to return and pick up items 24/7 instead of only when the Mobile Library attends once a week.

An incorporated touch screen will enable patrons to search the catalogue and place holds on any library item, to be delivered to the Locker when the Mobile next visits. A great leap in convenience for Mobile Library users.



# LIBRARY OPERATIONS

Our services are returning to a sense of normality following some very challenging times. The past 12 months has been a contrast of lockdowns and restrictions, vandalism and water damage to libraries in the first half of the financial year, to freedom in the second half, as we were able to open our doors to all and resume something like normal operations.

Restrictions on who could enter our libraries placed our staff under considerable pressure. Vaccine mandates for staff saw two of our casual staff resign, while variations in lockdown requirements saw some libraries open while others remained closed. Yarrawonga staff in particular were extremely busy assisting people obtain their cross-border permits during the height of the restrictions. Extra staff were rostered to accommodate the demand, and this service was very much appreciated by the community. All staff breathed a huge sigh of relief as restrictions were lifted, and we could once again welcome our whole community to our community spaces.

Goulburn Valley Libraries continue to contribute to the wider public library network. The Tatura Library featured in a video as part of the state-wide *Return Yourself to the Library* campaign, which highlighted the various aspects of library services.

Jessica Anderson, Cobram Library Co-ordinator, graduated from the Shared Leadership program at the Shared Leadership presentation Day in March 2022. Jessica and her Shared Leadership Project Work Group chose Sustainability in Public Libraries as the topic for their Action Learning Project. Such was the interest in this subject, the group presented at the Libraries and Sustainability Seminar in 2021 and was invited to present at the ALIA Conference in Canberra in May. The Work Group will continue to work together, as they develop a website and act as convenors of the newly established PLV Sustainability Special Interest Group.

Public Libraries Victoria held a state-wide library user survey, in which 169 of our users responded, followed by Library Census Day on 24th May, where 285 patrons responded.



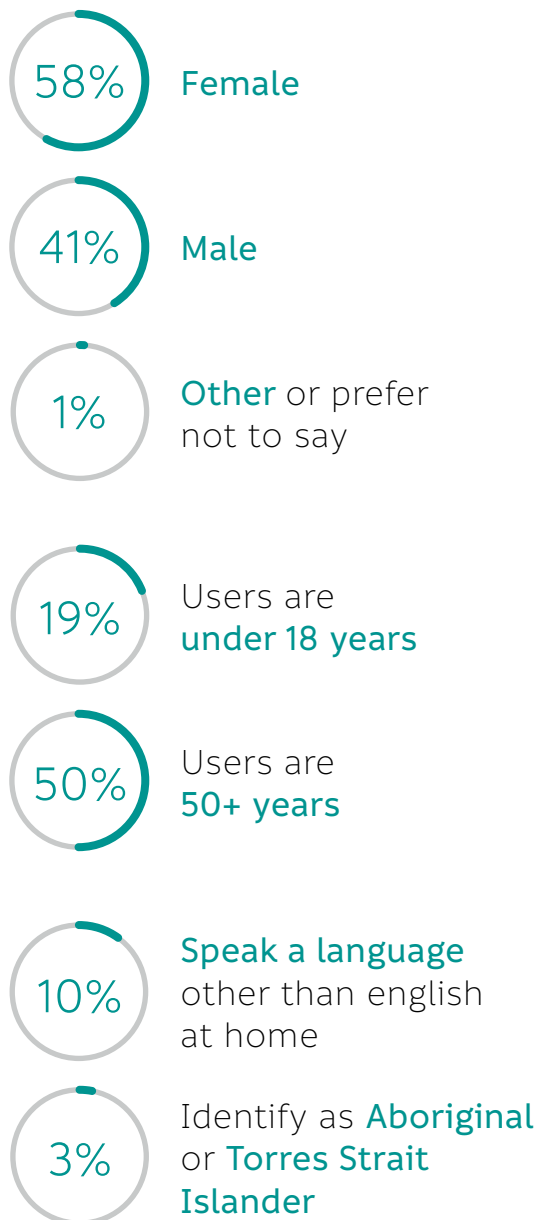
# INSIDE OUR LIBRARIES

In 2021/22 Goulburn Valley Libraries participated in two major statewide research projects;

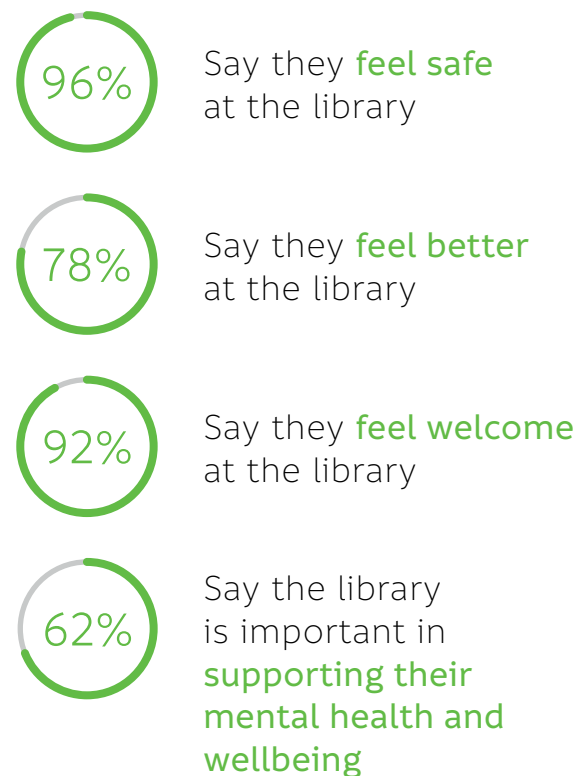
- A short census of on-site library users on 24 May 2022; and
- A longer form survey conducted in libraries and on-line over two weeks in March 2022.

**Here is a snapshot of the Goulburn Valley Libraries responses:**

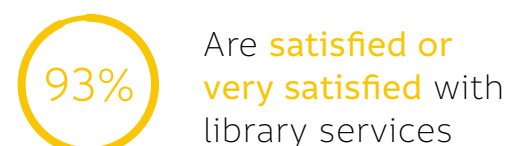
## Who uses our libraries?



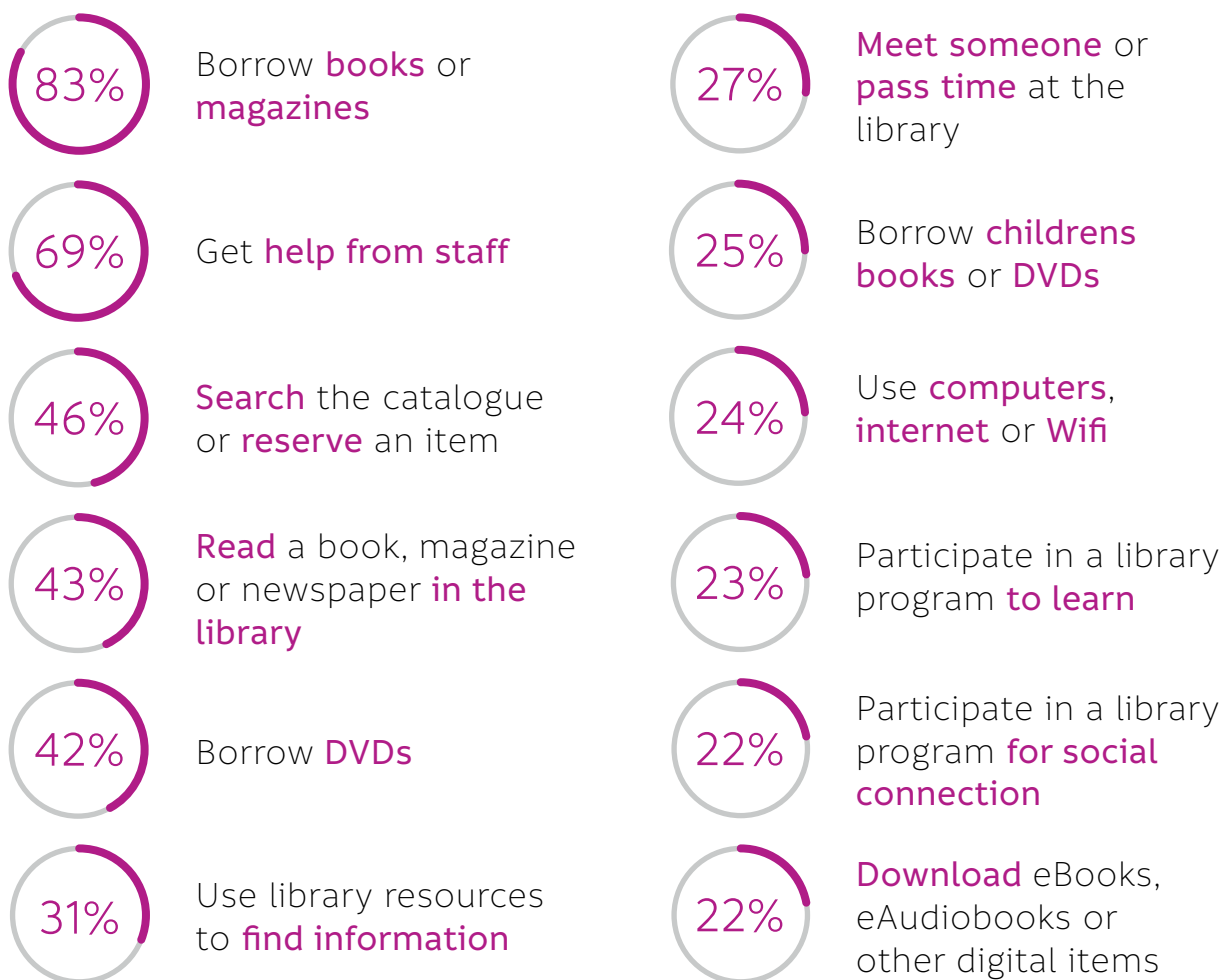
## The value of our libraries to health and wellbeing?



## Satisfaction with library services?



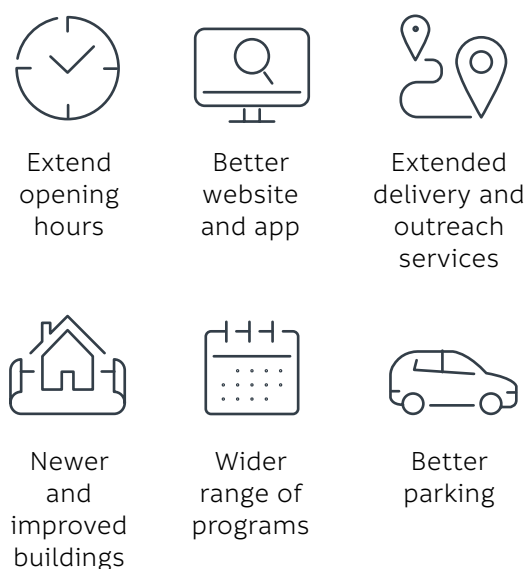
## How do people use our libraries?



## How important is the library?



## What do library users want?





## Staffing

We farewelled several long serving staff members over the past 12 months. Donna Hicks resigned following an extended period of leave. Donna began working with Goulburn Valley Libraries in 1983 at the Nathalia Library. Marg Ritchie resigned from permanent employment at Yarrawonga to join our casual staff pool, having commenced employment with us in 2005. Tom Harding returned to university in 2022, which created a vacancy at our Shepparton Library. These many vacancies gave opportunity for staff to move to new positions, and for casual staff to gain permanent employment. We also farewelled several casual staff, many of whom had not worked at all during the pandemic.

Weekly zoom meetings for staff were continued until we re-opened to the public: these meetings were important to maintain communication, and a sense of connection for everyone. The health and wellbeing of our staff was paramount through the height of the pandemic. We recognise and are extremely grateful to all our staff for their resilience, inherent cheerfulness in some very challenging times, and their dedication to the communities they serve.

Our commitment to providing work experience to the youth of our area continued with six libraries providing a venue for nine students, and a work placement for a Charles Sturt University student.

Professional development opportunities also reduced as we returned to full opening hours. While we encourage all staff to participate in webinars and seminars, scheduling makes this impossible at times. PLV Special Interest Group meetings continue to be offered virtually, and all staff had the opportunity to provide input into the development of the new Library Plan.

## Mobile Library

The Mobile Library was off the road for longer than expected, due to capacity limits in place due to COVID-19. However, since it has resumed service there has been a swell of support for it. Engagement with kindergartens and schools has improved, and for the first-time holiday activities were offered at several locations. Our Mobile Library Co-ordinator has been very pro-active in promoting the service, which has seen a slight alteration to the schedule to improve access for our communities.





## Programs

Following the extended lockdown periods, and the entrance restrictions in relation to COVID-19 protocols, programming was slow to get underway again. When we did schedule programs across the region, attendance was sporadic, as it took some time for our communities to feel comfortable using our space again. We began by re-introducing our regular activities such as Craft & Coffee, Friday Knitters and Rhyme and Story Time. We were thrilled to offer our first post-lockdown in-person author talk in December, when Margaret Hickey visited the Shepparton Library. Since then, we have offered a variety of regular, and one-off, events for all ages.

Authors we have welcomed to our libraries include visits to three libraries by P J Vye, local Tatura author Pamela Wells and award-winning author Margaret Hickey, while Tricia Stringer was a guest via zoom during lockdown. Betty Chetcuti not only talked about her cookbook but provided a tasting of recipes from her book at three libraries. Guest speakers included war historian Peter Spring who spoke at two libraries. A large audience attended a talk on the Russia-Ukraine conflict by Dr Darius von Gutner. War poet Mike Carroll visited Nagambie Library while local author Linley Walker launched her book *Lizzie's Journey to Yarra Bend* at the Mooroopna Library.

An exciting event held at Shepparton was *The History of Light*, hosted by local Shaban Sulejman and members of the Australian Research Council Centre of Excellence for Transformative Meta-Optical Systems.

This presentation was a journey through the history of light, from antiquity to exploring the future with meta-optics. Participants had the opportunity to replicate some of the historical experiments which led to some of the biggest discoveries in light.

## Friends of the Library and Volunteers

The Shepparton Friends of the Library have resumed activities following a short hiatus. Meetings have generally returned to the library, with lucky prize draws a regular feature. The Friends of Numurkah Library celebrated 25 years of support for the library, while the Yarrawonga Friends continue to support all library activities. The Euroa Friends also supported the library by purchasing hublets, a set of six iPads in a docking station which can be used for tech savvy training, kids' tech activities, or by the general public. Book sales were reintroduced as our Friends groups resumed their fundraising activities. A morning tea to "re-introduce" the Home Library Service volunteers was held in Shepparton, welcoming our new and existing volunteers back to the library.

We were hesitant to have our volunteers return due to COVID-19 restrictions, and the inability of anyone to enter aged care facilities. As a result, there has been quite a turnover of volunteers, which is generally true across all aspects of society.



## Community Engagement

Social Seniors was offered at three libraries, increasing the digital literacy of our community. The level of participation once again proved the need for such education in our community, and several libraries are now offering one-on-one tech sessions to assist our members.

In what is now regular programming, activities during Law Week and live streaming from the Sydney Writers Festival were offered to our communities again. More libraries participate as each year comes along, offering a variety of activities. This year particularly popular events included the Koori Court presentation at Shepparton, and the on-line session *Partner Visas and Relationship Breakdowns – Can they send me back to my country of origin?*.

Nagambie unexpectedly hosted the Australian Rowing Championships, with competitors of all ages from around the country arriving in town. Over several days, Nagambie Library was awash with students, taking up every nook and cranny as they had to sit their General Achievement Tests whilst competing.

Staff attended a highly successful FriendShepp Festival, where new residents and students had the opportunity to join the library on the spot. We engaged actively with almost 70 people at the event.

We participated in the Shepparton Arts Festival when *Lullaby* was exhibited at the Shepparton Library. This very successful exhibition then moved onto the Cobram Library.

*Lullaby* was developed by Liz Arkus and comprised audio of lullabies sung by members of the community in their native language. These recordings were supplemented by photographs of the singers.

Goulburn Valley Libraries partnered with our member Councils to host talks on waste management, and Violet Town Library opened on a Wednesday in support of the Strathbogie Council hosting of Roy Slaven. Nagambie Library hosted a well-attended *Clean up Australia* talk. Euroa Library participated in the Euroa Community Christmas Celebration, opening on an October evening. Earth Day was celebrated with workshops on propagating succulents.

Following the pandemic, several agencies have reached out to us, wanting to utilise our space to connect with communities as they recover. Jobs Victoria, for instance, visited most libraries regularly.

A mural, by local artis Trudi Oldaker entitled *Nagambie Library is for Everyone* will be installed on the exterior near the entrance and will highlight all the marvellous things about Nagambie from one end of the town to the other.





## Children's Services

Regular programming for children slowly resumed, with Rhyme and Story Time being held prior to opening hours to maximise the number of people who could participate. School holiday activities were supplemented by nearly 2,000 take-home craft activity packs. Our staff were quick to re-engage with New Parents groups, kindergartens and childcare centres as restrictions eased. It was not possible in many instances for groups to visit the library, so our staff went to the centres to ensure that the children did not miss a "library visit".

Story Time in the Park returned and was a success, as the open air attracted a large number of participants. Moira Council hosted a Midwinter Festival, and although it was a bit chilly our library staff hosted outdoor story times, such as on the Foreshore at Yarrawonga.

Our on-line story times continue, as an "extra" due to their popularity during lockdowns, with supplementary craft templates available on our website. Several staff put their hand up to record stories, and these garnered 2,497 views.

Rainbow Story Time, featuring Frock Hudson, and held as part of the Shepparton Out-in-the-Open Festival had to be streamed on Facebook for the second year. Rainbow Story Time was supported by a Community Arts Grant from Greater Shepparton City Council. Such was the popularity of Frock and his very entertaining Story Time, that an encore screening was held. Rainbow Drum craft kits were also available at our libraries.

## Indigenous Services

Indigenous Library Assistant Julie Best was busy during NAIDOC Week in July 2021, visiting several libraries for children's activities. Julie's activities were severely restricted during the latter half of 2021, but fortunately she has been able to continue her engagement with schools and kindergartens in 2022. 18 staff undertook Cultural Competency training as one of the actions incorporated in the draft Reconciliation Action Plan. All remaining staff will undertake this training in coming months. A tour by staff of culturally significant locations, led by Uncle Lance James, was also undertaken.

The Dungala-Kaiela Writing Awards were held over due to the pandemic, when we could not hold any presentation ceremonies. Winners were finally judged and announced in December 2021 with a small presentation ceremony being held at the Mooroopna Library. The Awards, which have been in existence since 2012, offer an opportunity for Aboriginal and Torres Strait Islander people with a connection to the Goulburn Valley to express themselves. The Awards will go into hiatus for 12 months, as writing workshops are arranged for past winners.

## Promotion

We continued our program of television advertisements, featuring Libraries After Dark, our Click & Collect service and the Return Yourself to the Library campaign. Advertisements were placed in local papers such as Senior's Supplement, Kids Supplement and Tatura Blooming supplement in the Shepparton News. We have enjoyed the support of all local media in promoting events and activities such as Law Week, NAIDOC Week and children holiday activities.

## Children's Programs

Name of Program	Number of Programs in libraries	Number of Programs External	Number of programs on-line	Number of participants
Baby Rhyme Time	42	–	–	967
Rhyme and Story Time	210	4	31	5,767
Pre-school and Childcare Centres	8	16	5	662
Kindergartens	25	25	–	1,084
Primary Schools	19	1	1	423
Secondary Schools	4	–	–	71
Special Development Schools	18	–	–	179
School Holiday Programs	47	–	–	470
Junior Book Club	6	–	–	27
Community Events	23	2	–	147
Indigenous Activities	6	13	–	378
Group Activities	10	–	–	95
<b>Total</b>	<b>418</b>	<b>61</b>	<b>37</b>	<b>10,270</b>

Note: Participants include 2,497 on-line views on facebook and Youtube.





## Adult Programs

Name of Program	Number of Programs in libraries	Number of Programs External	Number of programs on-line	Number of participants
Author visits	10	–	–	157
Adult Programs	127	–	1	782
Book Club/Book Chat	21	2	1	158
Friends of the Library	54	21	–	704
Knitting/Crochet	107	–	–	657
Digital Literacy	61	–	–	188
Craft Programs	56	–	–	240
Library Tours	1	–	–	3
Indigenous Programs	2	1	1	35
Events	21	1	1	452
Meetings	54	3	–	242
New Parents Groups	3	10	–	189
Adult Education	33	–	–	180
<b>Total</b>	<b>550</b>	<b>38</b>	<b>4</b>	<b>3,987</b>



# ON-LINE LIBRARY

## Digital Platforms Borrowbox, CloudLibrary and Overdrive!

In the last calendar year, over 50,000 items were borrowed from Borrowbox alone. Our members appreciate how easy and convenient it is to borrow digital items via the Borrowbox app. Borrowbox has been providing eBooks and eAudio's since 2014.

cloudLibrary came on as a new supplier of eBooks and eAudios this financial year. In the 5 months cloudLibrary has been available, we have seen an increase in loans due to the wider selection of titles. The new platform has been embraced well, with quite an eclectic range of eBooks and eAudios being utilised in English as well as other languages.

There are many eMagazines in Afrikaans, Arabic, Chinese, Danish, French, German, Hindi, Italian, Japanese, Persian, Portuguese, Russian, Spanish, Swedish, as well as English.

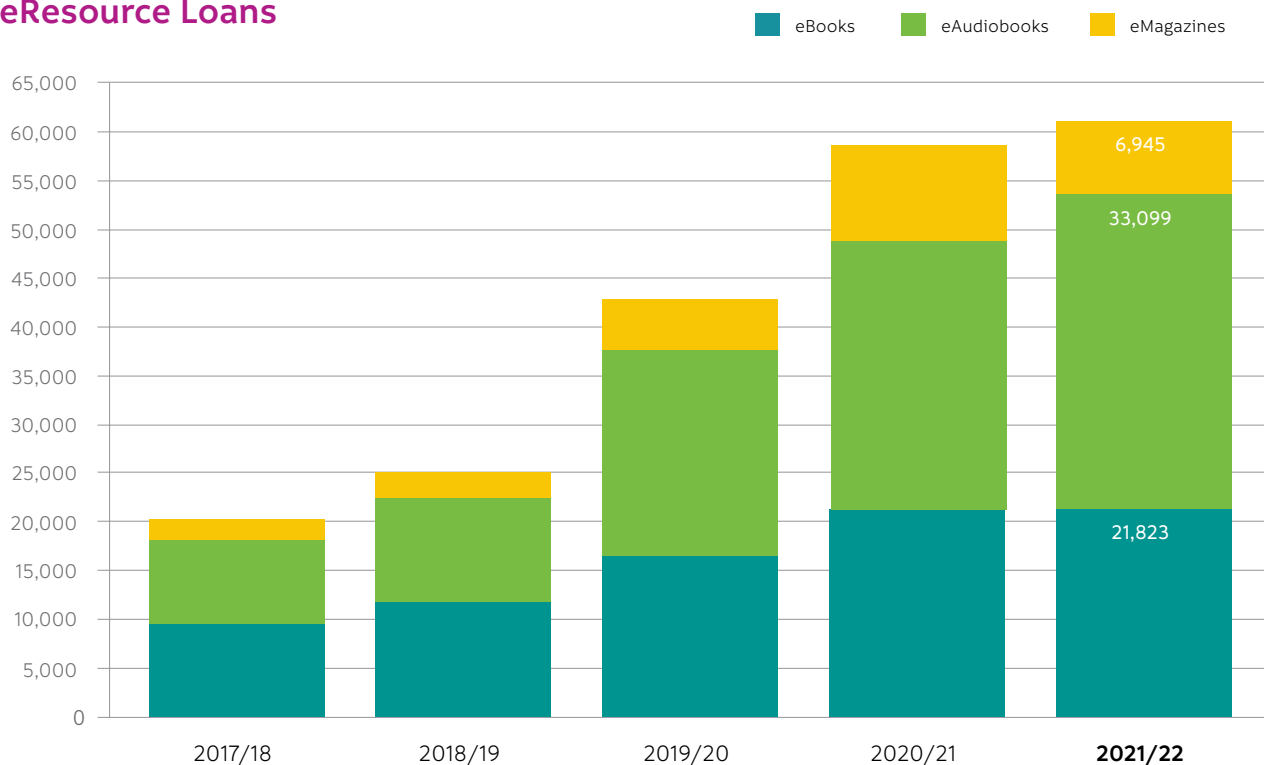
There are also have a few items in Hungarian, Indonesian, Korean, Malay, Norwegian, Ukrainian, Vietnamese and Welsh. There are over 4,000 to choose from!

Loans of eBooks and eAudiobooks rose by 6%.

Video streaming through Kanopy remained popular, with more than 23,000 films, programs and documentaries accessed by our customers – for free – from their homes, on multiple devices. We had 2,793 uses of Kanopy with 71 uses of Kanopy Kids and 76 uses of Kanopy Series over the year, a total of 120,582 minutes of viewing.

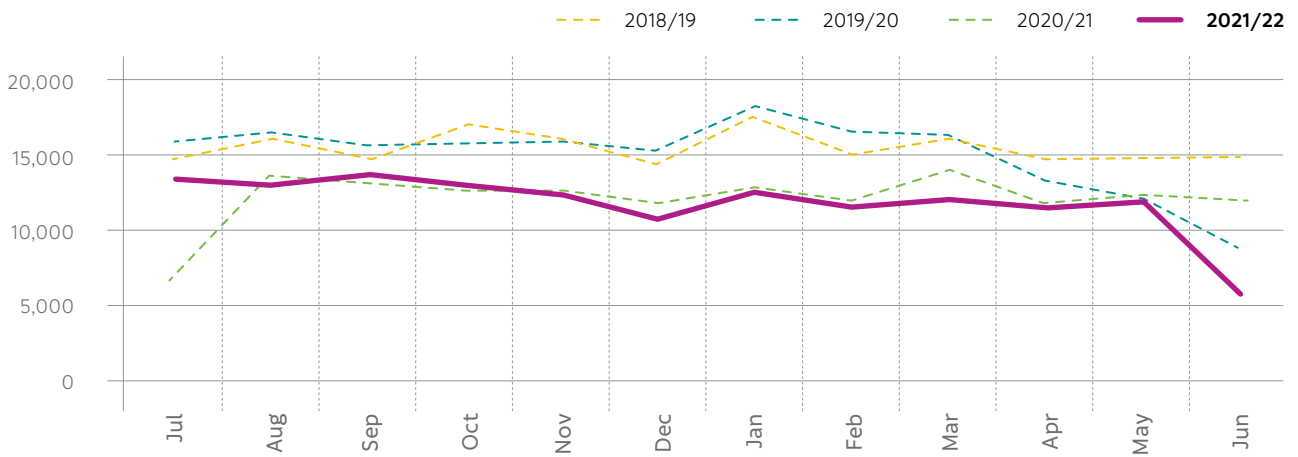
Physical loans have continued to recover from the extended library closure periods, and to support our communities' information and recreational reading needs, 12,871 new physical items were added to the library collection.

## eResource Loans

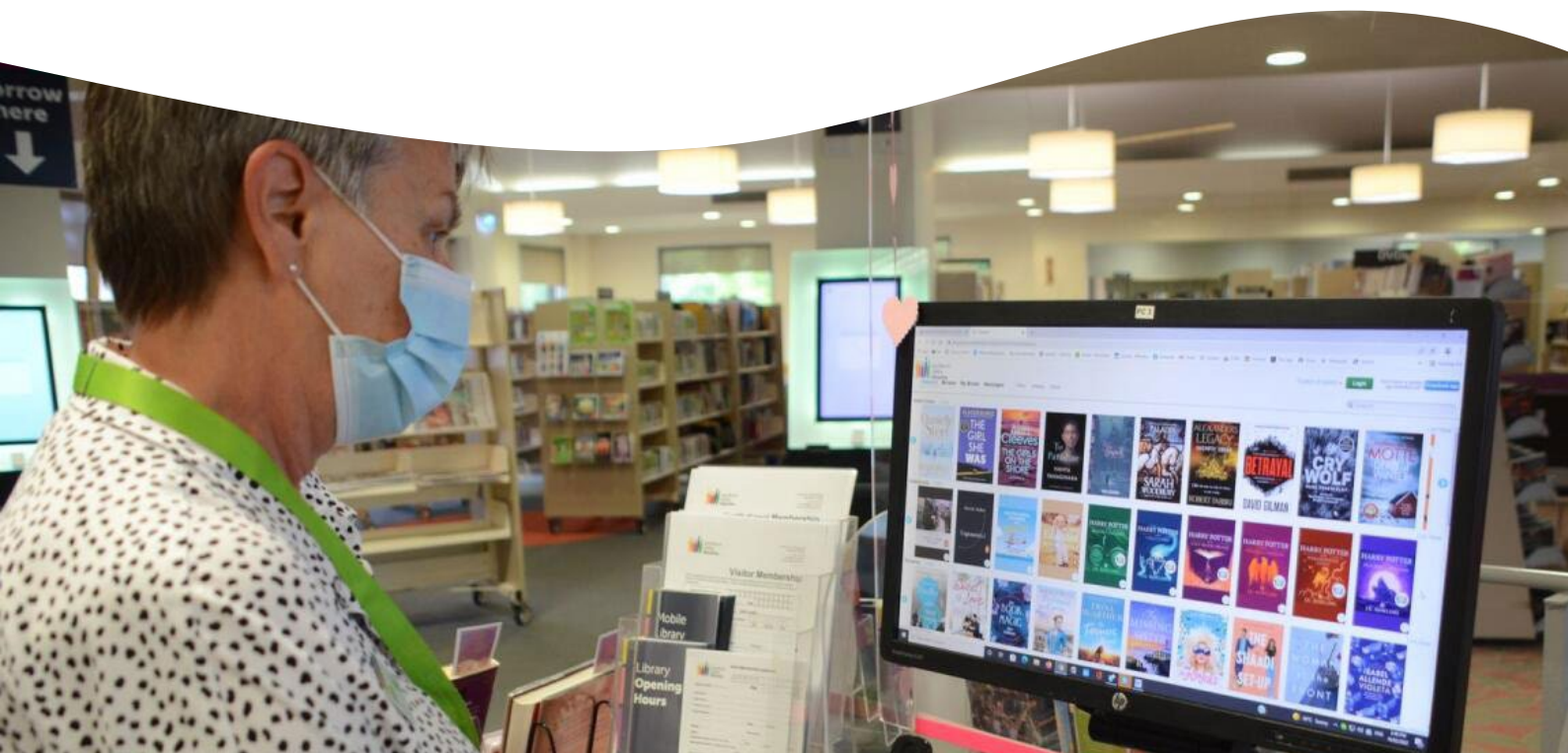
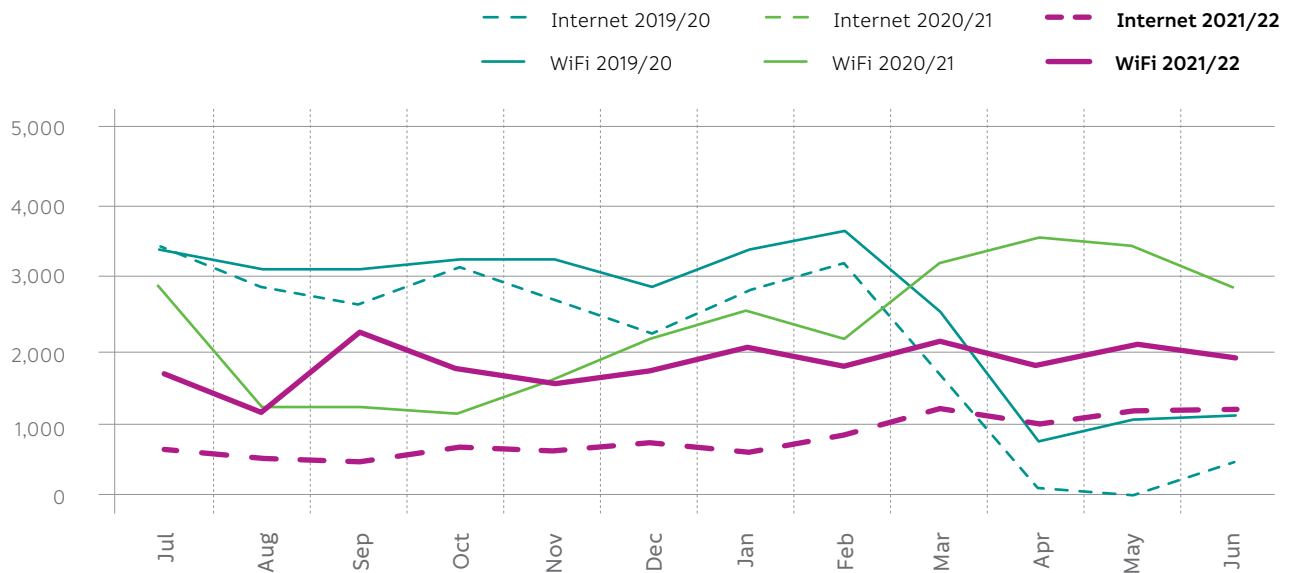




## Website Visits



## Internet and WiFi Use



# COLLECTIONS

We recorded 338,036 loans of physical items for the year which is 31,003 less than the previous year – but still a great number, considering the lockdown restrictions! Loans of our digital items (eBooks, eAudiobooks, eMagazines and streaming videos) increased from 58,526 to 61,867 – more than 3,300 extra checkouts. Of all the figures recorded for this challenging year, the most impressive are those that reflect how our very dedicated and flexible staff managed to pivot from one delivery method to another and are so good at helping patrons get on-line resources.

Goulburn Valley Libraries customers borrowed 33,340 items from other library services during the year (33,175 from the Libraries Victoria Consortium and 165 from other libraries within Australia), while 47,207 Goulburn Valley Libraries items were loaned to other library services for their members (46,835 to the Libraries Victoria Consortium and 372 to other libraries within Australia). This year 978 patron requests were purchased for the collection.

Over the past year 12,871 physical items were catalogued and added to the collection and 12,119 physical items were removed due to poor condition or limited use. We have improved the quality of the physical collection while continuing to reduce its overall size to free library space and provide a more inviting collection display. Now 49.25% of the physical collection is 5 years old or under, making for a fresher looking, more vibrant collection.

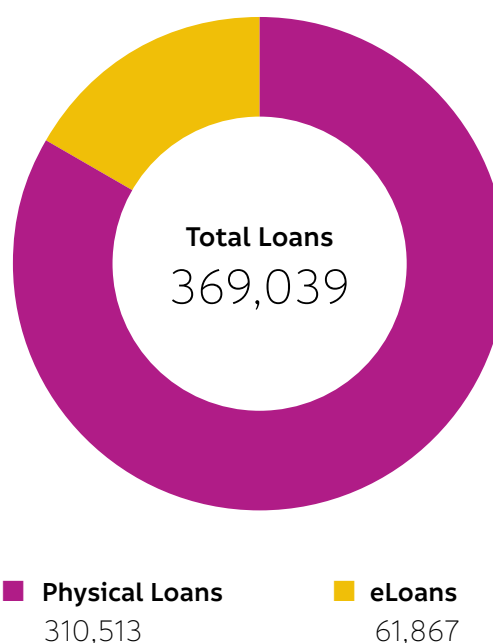
High demand items are still children's picture books, DVDs and current popular fiction. There have been spikes of very popular non-fiction and the steady use of gardening and cooking books. Local history and the special collections of Aboriginal, War and Agriculture continue to be specifically purchased.

We promoted the collection (both physical and the eResources) on the Goulburn Valley Libraries website, via Facebook and in the promotional TV and radio advertisements.

## Book Clubs

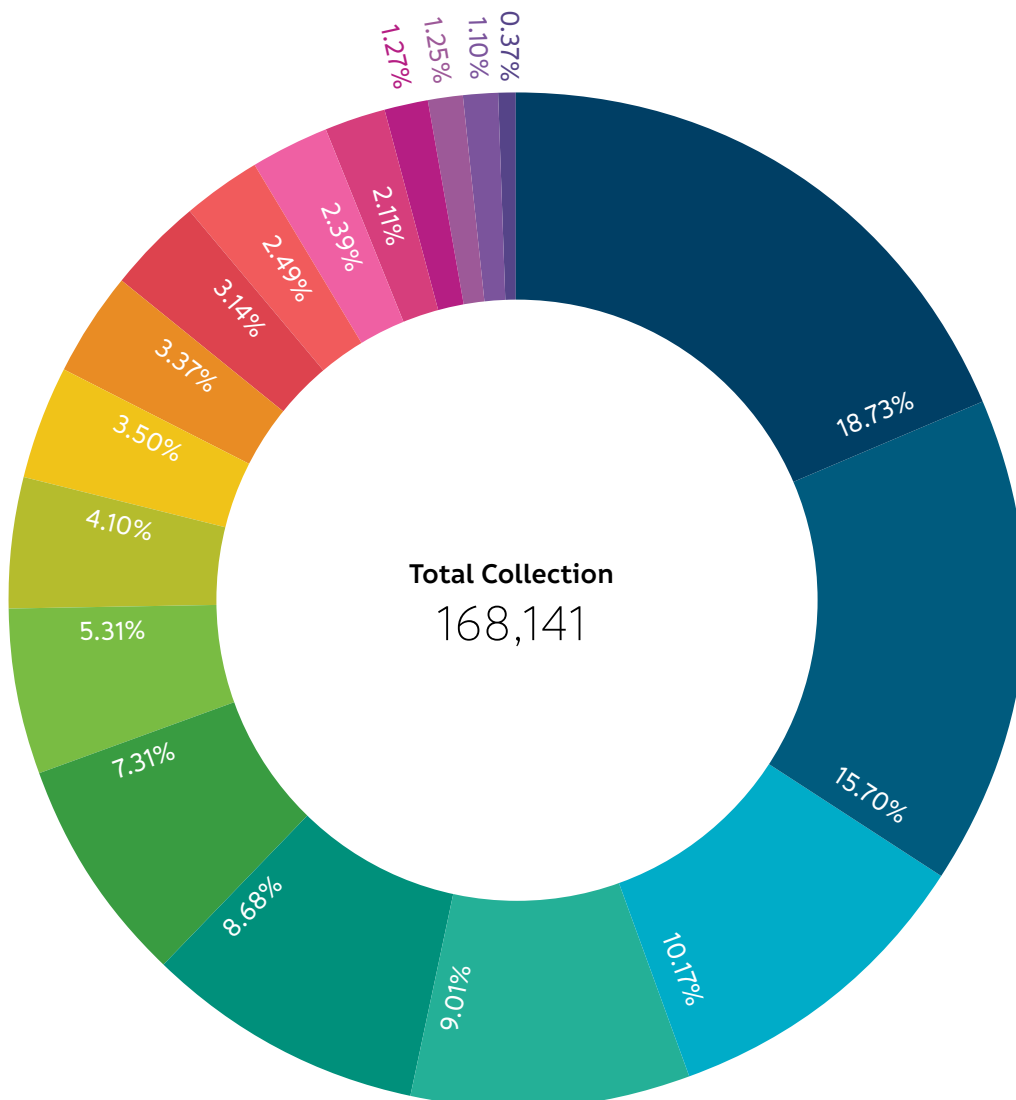
The number of Book Clubs across the region increased by three during 2021-2022. There are now 32 Book Clubs across the region, with 13 in Shepparton, one in Mooroopna, five in Yarrawonga, two in Cobram, three in Numurkah and eight in Euroa. We have 150 sets where each club gets to read a maximum of 11 titles across the year. A few of the groups have a shorter meeting period, and each group can have a maximum of 10 people. We purchase 11 copies per set of book club items to ensure book clubs always has access to quality books.

## Loan Type



## Collection Type

■ <b>Adult fiction</b> 31,491	■ <b>Junior non-fiction</b> 8,920	■ <b>Magazines</b> 4,016
■ <b>Adult non-fiction</b> 26,391	■ <b>Teen fiction</b> 6,891	■ <b>eAudios</b> 3,545
■ <b>Junior fiction</b> 17,102	■ <b>Reference/stack</b> 5,892	■ <b>LOTE</b> 2,141
■ <b>DVDs</b> 15,151	■ <b>Audiobooks</b> 5,666	■ <b>Bookclub</b> 2,108
■ <b>Adult large print</b> 14,602	■ <b>eBooks</b> 5,276	■ <b>Local history</b> 1,847
■ <b>Junior picture books</b> 12,299	■ <b>eMagazines</b> 4,183	■ <b>Teen non-fiction</b> 620





## Most Borrowed DVD Titles

### Junior

- PAW Patrol
- Bluey
- Thomas and Friends
- Peppa Pig
- Shimmer & Shine

### Teen

- Stardust
- Gankutsuou: The Count of Monte Cristo
- Hocus Pocus

### TV Series

- When Calls the Heart
- Midsomer Murders
- A Place to Call Home
- Yellowstone
- Vera

### Movies

- The Dry
- Rams
- Garage Sale Mystery
- Hitman's Wife's Bodyguard
- Penguin Bloom

## Most Borrowed Novels or Picture Books

### Junior picture books

- Alpacas with Maracas
- Whitney and Britney Chicken Divas
- Give me some Space
- Bluey
- I'm Australian Too!

### Junior

- The Bad Guys
- Diary of a Wimpy Kid
- WeirDo Mania
- Camping Time!
- Rowley Jefferson's Awesome Friendly Spooky Stories

### Teen

- Naruto
- Nana
- One of Us is Next
- They Both Die at the End
- Shadow and Bone

### Adult

- The Sentinel
- Apples Never Fall
- Walk the Wire
- Fair Warning
- The Survivors

## Most Borrowed Non-fiction Books

### Junior

- Dinosaurs
- Space!
- Minecraft: Beginners handbook
- Bugs
- Guinness Book of World Records

### Teen

- Girl stuff
- 101 Things you didn't know about Da Vinci
- Mini Knitted Toys
- Poe: Stories and poems
- Diary of a Young Girl

### Adult

- The Happiest Man on Earth
- Becoming
- Any Ordinary Day
- No Friend but the Mountains
- Code Name Helene

## Most Borrowed Audiobooks

### Junior

- Lah-Lah's Stripy Sock Club
- Frozen II
- The Magic Finger
- Orchard Book of Nursery Stories
- 50 Favourite Nursery Rhymes

### Teen

- The Fugitive
- A Waltz for Matilda
- Mao's Last Dancer
- The Angel Experiment
- Between Us

### Adult

- Floodtide
- The Guardians
- Dare to Lead
- The Visitor
- Call of the Raven



## Items in Collection

	June 2017	June 2018	June 2019	June 2020	June 2021	June 2022
Print and Audio Visual Resources	158,589	154,420	154,903	152,877	155,073	<b>155,137</b>
eResources	5,557	6,654	7,087	8,774	15,440*	<b>13,004</b>
Total	164,146	161,074	161,990	161,651	170,513	<b>168,141</b>
% Total collection less than 5 years old	44.1%	46.3%	50.0%	51.8%	51.3%	<b>50.91%</b>

\* eMagazines changed from a small selected number of titles to an unlimited title subscription.

## Collection Purchases

		2017/18	2018/19	2019/20	2020/21	2021/22
Fiction	Adult	3,461	3,427	2,953	3,174	<b>3,687</b>
	Junior / Young Adult	1,736	1,581	1,575	1,230	<b>1,439</b>
Non-fiction	Adult	2,027	1,693	1,590	1,458	<b>1,590</b>
	Junior / Young Adult	779	518	673	637	<b>284</b>
Junior Picture		781	727	734	1,047	<b>795</b>
Large print		1,402	1,323	1,206	922	<b>845</b>
Audio Visual (inc DVDs)	Adult	1,470	1,884	1,835	2,191	<b>2,554</b>
	Junior	844	715	567	748	<b>402</b>
Languages Other Than English (LOTE)		386	119	199	40	<b>50</b>
Premiers Reading Challenge*		2,164	2,159	2,223	1,626	<b>1,439</b>
Magazine titles		78	88	79	70	<b>66</b>
Donations added to catalogue		–	–	684	1,486	<b>699</b>
Total collection purchases		–	–	13,364	14,508	<b>13,595</b>
Discarded items		13,518	14,185	16,074	12,154	<b>12,119</b>

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

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

Some purchases in late 2021/22 are not catalogued and added to the collection.

\* In 2020/21 and 2021/22 we purchased eBook and eAudio products which are more expensive products than in previous years.

# LIBRARY PERFORMANCE 2021/22

Library	Members	Loans	Visits	Holds / Requests	In-house Internet use	WiFi
<b>Greater Shepparton</b>						
Mooroopna	1641	21,560	13,423	4,421	1,360	1,816
Shepparton	10,922	121,953	42,005	20,812	3,757	9,172
Tatura	1,078	19,956	9,990	3,311	521	226
<b>Total</b>	<b>13,641</b>	<b>163,469</b>	<b>65,418</b>	<b>28,544</b>	<b>5,638</b>	<b>11,214</b>
<b>Moiria Shire</b>						
Cobram	2,683	45,392	20,527	8,865	1,310	1,981
Nathalia	669	8,005	4,458	2,525	66	475
Numurkah	1,525	26,410	12,335	9,991	602	1,826
Yarrawonga	2,803	34,395	27,533	17,238	1,005	1,256
<b>Total</b>	<b>7680</b>	<b>116,202</b>	<b>64,853</b>	<b>38,619</b>	<b>3,392</b>	<b>5,462</b>
<b>Strathbogie Shire</b>						
Euroa	2,031	26,555	27,207	5,326	1,414	3,913
Nagambie	785	12,578	7,179	2,782	318	731
Violet Town	346	6,673	2,487	2,472	180	598
<b>Total</b>	<b>3,162</b>	<b>45,806</b>	<b>36,873</b>	<b>10,580</b>	<b>2,983</b>	<b>5,538</b>
<b>Other</b>						
Mobile Library	957	10,726	3,125	3,250	7	410
Administration / HQ	203	3,833	–	3,175	–	–
eLoans	–	61,867	–	–	–	–
<b>Total 2021/22</b>	<b>25,643</b>	<b>399,903</b>	<b>170,269</b>	<b>84,168</b>	<b>10,540</b>	<b>22,404</b>
Total 2020/21	29,793	369,039	154,272	89,987	8,792	19,204



## Comparative Performance Summary 2018-2022

	2017/18	2018/19	2019/20	2020/21	2021/22
Total region population	105,513	106,451	107,204	108,080	<b>107,954</b>
Memberships	31,389	31,924	31,715	29,793	<b>25,643</b>
New members	3,923	3,741	2,810	225	<b>2,555</b>
Active members	13,117	13,564	14,433	11,138	<b>9,369</b>
Membership as % of population	29.7%	30.0%	29.6%	27.6%	<b>23.8%</b>
Visits	350,957	345,423	254,358	154,272	<b>170,269</b>
Visits per capita	3.33	3.24	2.37	1.43%	<b>1.58%</b>
Operating expenditure <sup>1</sup>	\$3,171,629	\$3,304,898	\$3,091,359	\$3,074,145	<b>\$3,001,334</b>
Operating expenditure per capita	\$30.06	\$31.05	\$28.84	\$28.44	<b>\$27.80</b>
Attendance at programs/events	31,632	30,909	22,552	5,875	<b>14,257<sup>7</sup></b>
Website visits	157,281	185,028	181,333	156,394	<b>142,235</b>
Total staff numbers	69	76	68	67	<b>65</b>
Total FTE <sup>6</sup> staff	25.63	25.76	25.01	27.47	<b>24.18</b>
FTE <sup>6</sup> per population	1/4117	1/4132	1/4286	1/3934	<b>1/4465</b>
Total FTE <sup>6</sup> qualified staff	13.2	14.52	12.92	14.38	<b>12.01</b>
Qualified FTE <sup>6</sup> per population	1/7993	1/7331	1/8298	1/7516	<b>1/8989</b>
Expenditure on library materials <sup>2</sup>	\$421,843	\$394,104	\$378,939	\$403,855	<b>\$404,242</b>
Expenditure on library materials per capita	\$4.00	\$3.70	\$3.53	\$3.74	<b>\$3.74</b>
Number of physical collection items	154,420	154,903	152,877	155,073	<b>155,137</b>
Physical collection items per capita	1.46	1.45	1.43	1.43	<b>1.44</b>
% Collection purchased in past 5 years – physical items only	45.3%	47.7%	49.0%	51.3%	<b>46.85%</b>
% Total collection purchased in past 5 years – including eResources	46.3%	50.0%	51.8%	56.2%	<b>50.91%</b>
Number of eResource collection items	6,654	7,087	8,774	15,440	<b>13,004<sup>8</sup></b>
Total number of collection items	161,074 <sup>5</sup>	161,990 <sup>5</sup>	161,651 <sup>5</sup>	170,513 <sup>5</sup>	<b>168,141<sup>5</sup></b>
eResources as % of total collection	4.1%	4.4%	5.4%	9.7%	<b>7.73%</b>
Loans physical items	460,034	460,886	377,805	310,513	<b>338,036</b>
Loans eResources	20,389	30,218	43,607	58,526	<b>61,867</b>
Loans total	480,423 <sup>5</sup>	491,104 <sup>5</sup>	421,412 <sup>5</sup>	369,039 <sup>5</sup>	<b>399,903<sup>5</sup></b>
Loans per capita	4.55 <sup>5</sup>	4.61 <sup>5</sup>	3.93 <sup>5</sup>	3.4 <sup>5</sup>	<b>3.7<sup>5</sup></b>
Loans per member	15.3 <sup>5</sup>	15.38 <sup>5</sup>	13.29 <sup>5</sup>	12.39 <sup>5</sup>	<b>15.6<sup>5</sup></b>
Loans per visit	1.37 <sup>5</sup>	1.42 <sup>5</sup>	1.65 <sup>5</sup>	2.4 <sup>5</sup>	<b>2.3<sup>5</sup></b>
Turnover – Loans per collection items	2.98 <sup>5</sup>	3.03 <sup>5</sup>	2.62 <sup>5</sup>	2.15	<b>2.38</b>
Number of public access internet PC's	52	52	52	54	<b>54</b>
Number of PC's per population	1/2029	1/2047	1/2062	1/2001	<b>1/1999</b>
Customer satisfaction	Not undertaken	8.84 <sup>4</sup>	8.96 <sup>3</sup>	Not undertaken	<b>9.32<sup>9</sup></b>

<sup>1</sup> Total operating expenditure less depreciation

<sup>2</sup> Expenditure on bookstock, AV materials only (excludes plant, vehicle, CIT, furniture, fixtures etc)

<sup>3</sup> In house satisfaction survey

<sup>4</sup> Nexus Regional Libraries Syndicate Community Survey

<sup>5</sup> Includes eResources

<sup>6</sup> Full time equivalent

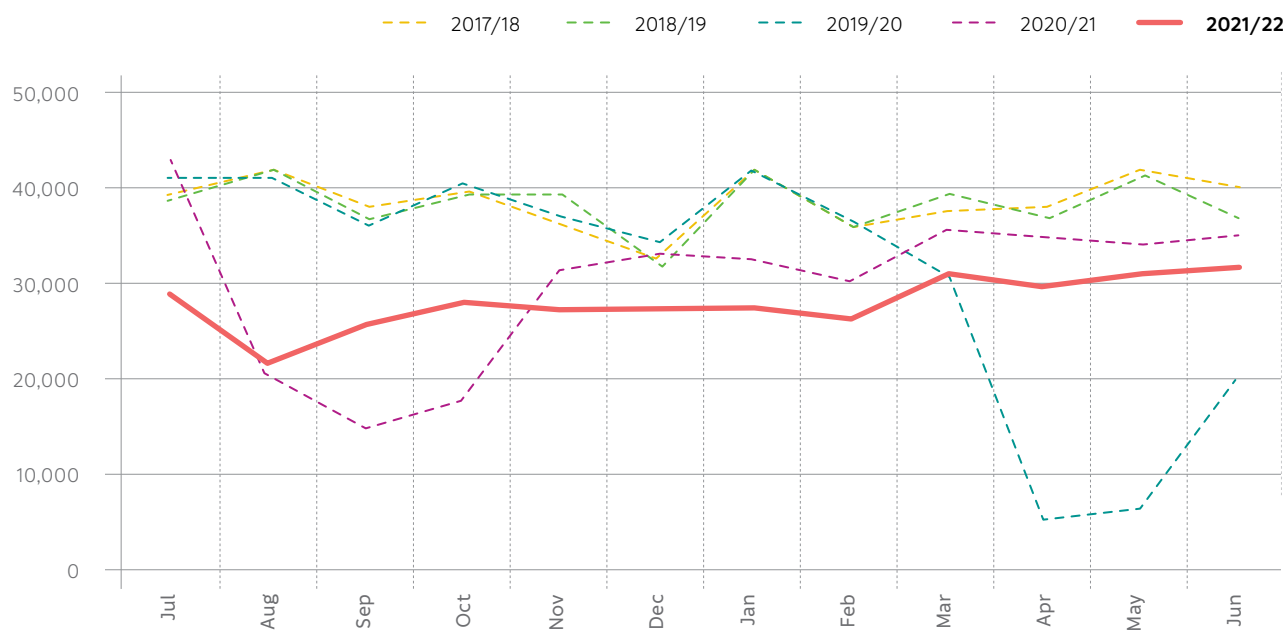
<sup>7</sup> Includes 2,497 on-line views

<sup>8</sup> Removed "overdrive" collection and adopted Cloud Library "Pay Per View"

<sup>9</sup> 2022 Victorian Public Library Survey

## Loans

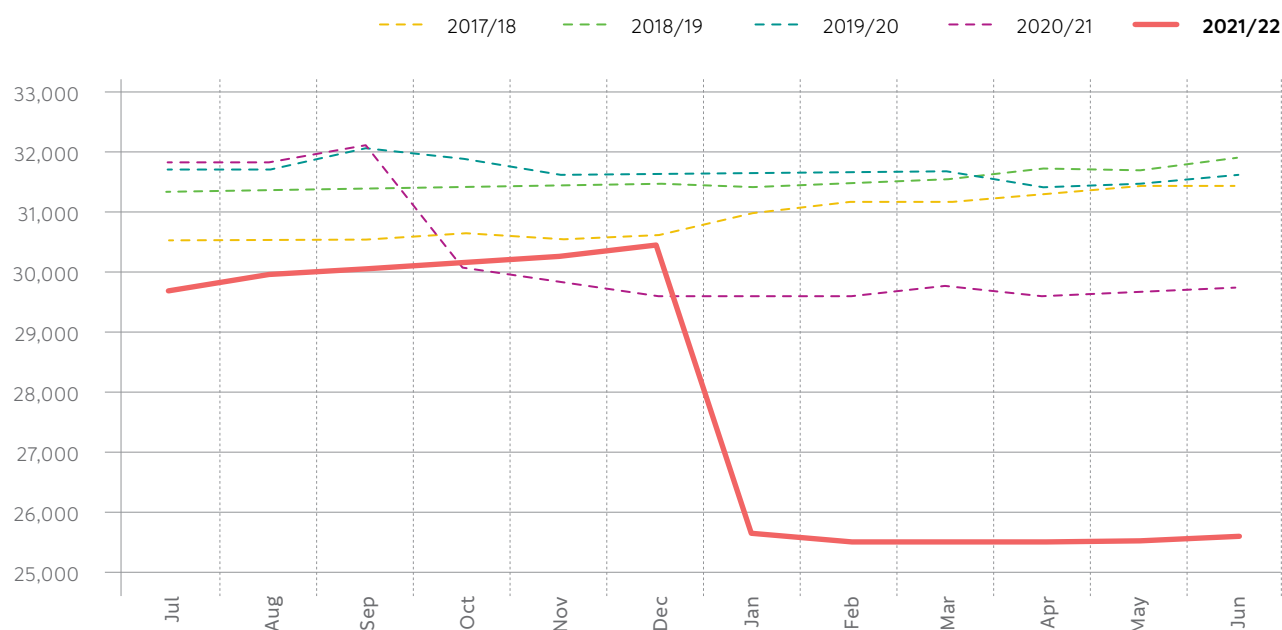
Library	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Greater Shepparton</b>					
Mooroopna	30,544	33,123	27,593	21,554	21,560
Shepparton	159,029	163,786	135,311	105,766	121,953
Tatura	18,521	19,230	16,612	18,693	19,956
<b>Total</b>	<b>208,094</b>	<b>216,139</b>	<b>179,516</b>	<b>146,013</b>	<b>163,469</b>
<b>Moira Shire</b>					
Cobram	63,095	60,764	51,268	43,192	45,392
Nathalia	11,424	10,733	8,930	7,339	8,005
Numurkah	32,973	34,575	28,049	26,607	26,410
Yarrawonga	50,029	49,536	39,943	32,213	34,395
<b>Total</b>	<b>157,521</b>	<b>155,608</b>	<b>128,190</b>	<b>109,351</b>	<b>114,202</b>
<b>Strathbogie Shire</b>					
Euroa	45,445	42,614	33,223	25,520	26,555
Nagambie	17,246	16,546	14,027	12,110	12,578
Violet Town	6,571	7,788	6,293	4,793	6,673
<b>Total</b>	<b>69,262</b>	<b>66,948</b>	<b>53,543</b>	<b>42,423</b>	<b>45,806</b>
<b>Other</b>					
Mobile Library	13,275	15,387	11,246	7,651	10,726
Administration / HQ	9,433	6,804	5,310	5,075	3,833
eLoans	14,294	30,218	43,607	58,526	61,867
<b>Total</b>	<b>466,232</b>	<b>491,104</b>	<b>421,412</b>	<b>369,039</b>	<b>399,903</b>





## Members

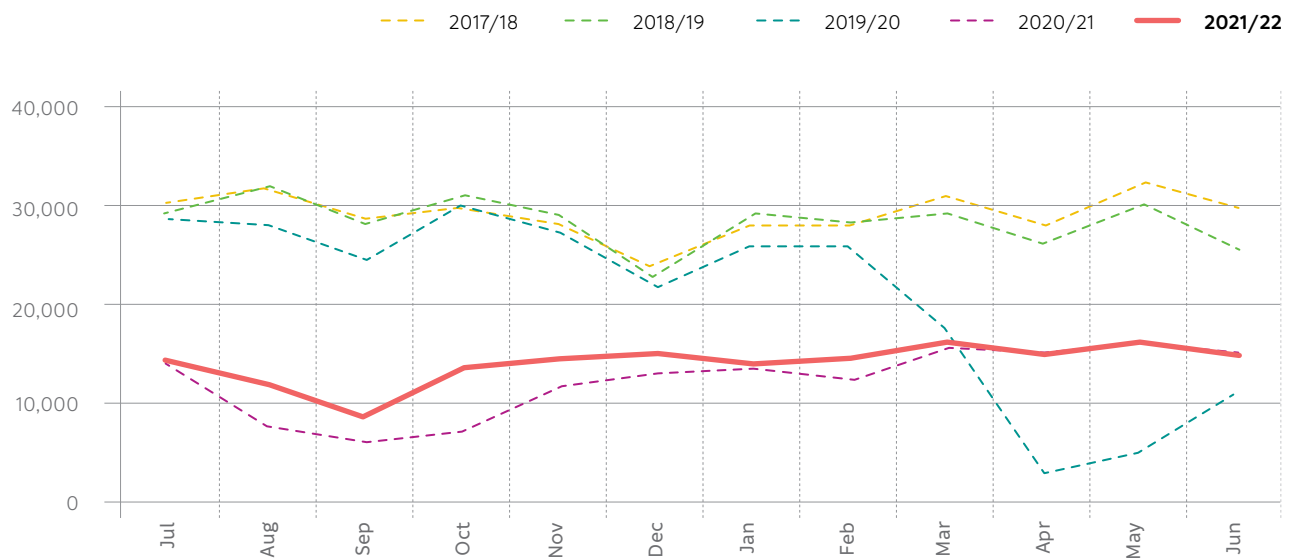
Library	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Greater Shepparton</b>					
Mooroopna	2,294	2,295	2,250	2,008	1,641
Shepparton	13,290	13,558	13,700	13,028	10,922
Tatura	1,137	1,119	1,110	1,201	1,078
<b>Total</b>	<b>16,721</b>	<b>16,972</b>	<b>17,060</b>	<b>16,237</b>	<b>13,641</b>
<b>Moira Shire</b>					
Cobram	3,509	3,709	3,497	3,058	2,683
Nathalia	959	912	907	837	669
Numurkah	1,993	1,999	1,976	1,857	1,525
Yarrawonga	3,152	3,235	3,285	3,065	2,803
<b>Total</b>	<b>9,613</b>	<b>9,855</b>	<b>9,665</b>	<b>8,817</b>	<b>7,680</b>
<b>Strathbogie Shire</b>					
Euroa	2,530	2,524	2,467	2,307	2,031
Nagambie	873	902	903	861	785
Violet Town	414	403	390	379	346
<b>Total</b>	<b>3,817</b>	<b>3,829</b>	<b>3,760</b>	<b>3,547</b>	<b>3,162</b>
<b>Other</b>					
Mobile Library	1,049	1,056	996	986	957
Administration / HQ	189	212	234	206	203
<b>Total</b>	<b>31,389</b>	<b>31,924</b>	<b>31,715</b>	<b>29,793</b>	<b>25,643</b>



A significant number of members who had not been active for three years were removed post COVID lockdowns in January 2022, in accordance with statewide protocols.

## Visits

Library	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Greater Shepparton</b>					
Mooroopna	25,487	24,614	18,748	12,365	13,423
Shepparton	107,747	112,419	73,801	33,348	42,005
Tatura	11,991	11,663	9,744	8,259	9,990
<b>Total</b>	<b>145,225</b>	<b>148,696</b>	<b>102,293</b>	<b>53,972</b>	<b>65,418</b>
<b>Moira Shire</b>					
Cobram	44,859	40,938	33,562	21,964	20,527
Nathalia	8,731	7,813	5,566	2,651	4,458
Numurkah	22,212	22,483	16,311	7,031	12,335
Yarrawonga	45,672	46,048	40,706	34,772	27,533
<b>Total</b>	<b>121,474</b>	<b>117,282</b>	<b>96,145</b>	<b>66,418</b>	<b>64,853</b>
<b>Strathbogie Shire</b>					
Euroa	57,743	53,987	38,435	25,994	27,207
Nagambie	12,059	11,066	7,923	4,252	7,179
Violet Town	7,783	7,581	5,427	1,698	2,487
<b>Total</b>	<b>77,585</b>	<b>72,634</b>	<b>51,785</b>	<b>31,944</b>	<b>36,873</b>
<b>Other</b>					
Mobile Library	6,673	6,811	4,135	1,938	3,125
Administration / HQ	–	–	–	–	–
<b>Total</b>	<b>350,957</b>	<b>345,423</b>	<b>254,358</b>	<b>154,272</b>	<b>170,269</b>



## Local Government Reporting Framework

	Greater Shepparton	Moira Shire	Strathbogie Shire	Total
<b>Indicator Utilisation</b>				
<i>Measure LB1. Physical Library Collection Usage</i>				
Number of physical library collection item loans	168,322	119,055	50,659	338,036
Number of physical library collection item	70,871	54,325	29,942	155,137
<b>Indicator</b>	<b>2.38</b>	<b>2.19</b>	<b>1.69</b>	<b>2.18</b>

**Notes:**

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

<b>Indicator Resource Standard</b>				
<i>Measure LB2. Recently Purchased Library Collection</i>				
Number of library collection items purchased in the last 5 years	37,702	29,941	17,956	<b>85,598</b>
Number of library collection items	75,205	58,659	34,276	<b>168,141</b>
<b>Indicator</b>	<b>50.1%</b>	<b>53.9%</b>	<b>52.4%</b>	<b>50.9%</b>

**Notes:**

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

<b>Indicator Service Cost</b>				
<i>Measure LB5. Cost of Library Service Per Population</i>				
Direct cost of the library service	\$1,233,408	\$581,227	\$199,223	<b>\$2,013,858</b>
Population	67,070	30,018	10,992	<b>108,080</b>
<b>Indicator</b>	<b>\$18.39</b>	<b>\$19.36</b>	<b>\$18.12</b>	<b>\$16.63</b>

**Notes:**

Direct contributions by each Council less capital contributions and depreciation.  
Costs are based on 2020/21 prelim EOFY data. Final results not yet available.

<b>Indicator Participation</b>				
<i>Measure LB4. Active Library Borrowers</i>				
Number of active library borrowers	4,014	3,234	2,148	<b>9,396</b>
Population	67,070	30,018	10,992	<b>108,080</b>
<b>Indicator</b>	<b>6.0%</b>	<b>10.8%</b>	<b>19.5%</b>	<b>8.7%</b>

**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 ERP March 2020.

# DIRECTORY

## Administration Support Centre

79 Benalla Rd, Shepparton

### CEO

Kevin Preece

### Library Operations

Jenny Wyllie

Julie Best

Fiona Hudgson

Bronwyn Cole

### Technical Support

Cindy Decker

Alexandra Andrew (retired Aug 2021)

Dylan O'Connell

Debbie Andrews

Dixie Horig

Jeanette Morris

MaryAnn Williamson

Jan Sutton

Tash Bell

### Administration Officer

Ros Wright (retired Nov 2021)

Michelle Nicolson

### Library Run

David Williamson

## Cobram Library

14 Punt Rd, Cobram

### Library Co-ordinator

Jessica Anderson

### Library Assistant

Marian Jones

Lyndall Black

## Euroa Library

62 Binney St, Euroa

### Library Co-ordinator

Cathy Artridge

Marg Maconachie

### Library Assistant

Barb Trainor

## Mobile Library

79 Benalla Rd, Shepparton

### Library Co-ordinator

Andre Smith

### Library Assistant

Andrew McDowall

Kristine Scott

## Mooroopna Library

The Hub, 9-11 Morrell St, Mooroopna

### Library Co-ordinators

Rhonda McKie

Michelle Nicolson

## Nagambie Library

352 High St, Nagambie

### Library Co-ordinator

Catherine Langdon

## Nathalia Library

75 Blake St, Nathalia

### Library Co-ordinators

Donna Hicks

Geke Brals

## Numurkah Library

18 McCaskill St, Numurkah

### Library Co-ordinator

Louise Bouchier

Sue Flanner

## Shepparton Library

41-43 Marungi St, Shepparton

### Library Manager

Corrinne Hills

### Library Officer

Emma Beach (on leave)

Tom Harding

Anne-Maree Rowley

### Library Assistants

Joanne Davies

Nicole Lorenz

### Children and Youth Services Librarian

Emma Kennedy

## Tatura Library

12-16 Casey St, Tatura

### Library Co-ordinators

Kerrie Douglas

## Violet Town Library

Cowslip St, Violet Town

### Library Co-ordinator

Lee Connell

## Yarrawonga Library

26-30 Belmore St, Yarrawonga

### Library Co-ordinators

Marg Ritchie (retired Apr 2022)

Kerry Currie

Edna Hafon

### Library Assistant

Lyndall Black



# GLOSSARY

<b>ABS</b>	Australian Bureau of Statistics
<b>ALIA</b>	Australian Library and Information Association
<b>CALD</b>	Culturally And Linguistically Diverse
<b>CBCA</b>	Children's Book Council of Australia
<b>CEO</b>	Chief Executive Officer
<b>CIT</b>	Communications and Information Technology
<b>COSA</b>	Customers of Sirsi Dynix Australasia
<b>ERP</b>	Estimated Resident Population
<b>FTE</b>	Full Time Equivalent
<b>FT</b>	Full Time
<b>GVL</b>	Goulburn Valley Libraries
<b>LGA</b>	Local Government Area
<b>LGV</b>	Local Government Victoria
<b>LOTE</b>	Languages Other Than English
<b>LMS</b>	Library Management System
<b>LV</b>	Libraries Victoria
<b>NAIDOC</b>	National Aborigines and Islanders Day Observance Committee
<b>PC</b>	Personal Computer
<b>PLV</b>	Public Libraries Victoria
<b>PROV</b>	Public Record Office Victoria
<b>PT</b>	Part Time
<b>SIG</b>	Special Interest Group (Public Libraries Victoria)
<b>SLV</b>	State Library Victoria
<b>VCCI</b>	Victorian Chamber of Commerce and Industry



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