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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It gives me much pleasure to present this report in my first year as Chairperson of Goulburn Valley Libraries.

Libraries are more than ever an essential institution in our communities providing much needed educational and social services. Our local libraries have moved beyond being a place for books and are now very much focussed on being people places. Our local libraries now provide many services within and outside the traditional library. We are embracing the change to the digital environment and providing many on-line and digital service options.

The Board has been focussed on providing strong governance of the organisation on behalf of our member Councils. The Board met in February 2018 for a Strategy Workshop to set the direction for the organisation for the next four years. We reviewed our Vision, Mission, Values and Strategic Objectives. We did not change direction too radically from our previous plan; however it is clear the focus we want to see over the next four years is on meeting community needs and improving the customer experience.

Following from our library upgrades and modernisation over the previous four years the Board wants to continue to improve our facilities and services to exceed our community expectations and grow participation.

Our libraries are supported by a dedicated workforce who live and work in the communities they serve. We have supported investment in enhanced training and development of our staff to ensure capabilities are aligned to service needs. This will continue to be the aim and will underpin our user experience into the future.

Over the year the Board has said farewell to Ms Georgia Hills and Ms Fiona Blick who both served on the Board for relatively short terms but provided strong contributions and representation. I would like to thank them for their individual contributions.

The Board has now adopted a new Library Plan and Strategic Resource Plan that articulates our direction and action plans for the next four years.

I look forward to working with the Board, CEO and staff in the coming years to continue to improve our libraries and serve our communities.
I am pleased to report that 2017/18 has been another year of continued progress for Goulburn Valley Libraries.

Our staff have worked hard to deliver services for our communities. Highlights of the year have included:

- Increased membership and growth in loans
- Continued growth in our eResources and use, including launching a streaming service for movies, documentaries and video content
- Improvements in collection quality through increased book stock spend and quantity reduction
- Commencement of our Training and Development Program for all staff
- Completion of our new Website Redesign Project
- Completion of a CIT review, setting the direction for future CIT strategy
- An upgrade to our public WiFi to improve service and accessibility
- Opening our libraries between Christmas and New Year for the first time
- Increasing program activity across our libraries and the employment of a Programs Coordinator
- Completion of community consultation for the selection of a site for a new Yarrawonga Library
- Submission of a funding application for the redevelopment and expansion of the Tatura Library
- Completion of a comprehensive stocktake confirming the collection size and value
- Increased revenues to support project and activity levels and completion of a big capital program
- Adaption to a new Financial Management system launched by our finance contractor
- Completion of negotiations and agreement towards a new Enterprise Agreement 2018
- The Board holding a Strategic Planning session

Finally, I would like to thank our dedicated management team and staff who have continued to support positive change for the benefit of our member Councils and communities.

Kevin Preece
CEO
Goulburn Valley Libraries provides library services to communities in the municipalities of Greater Shepparton City Council, Moira Shire and Strathbogie Shire.

We serve a population of 105,513 people over an area of 9,772 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 at Shepparton supports the library operations by providing shared support services and logistics.

1 ABS Population statistics, June 2018
Our Board

Our Corporation is governed by the Goulburn Valley Libraries Board.

The Board is made up of nine representatives: a Councillor from each Shire, an Executive representative from each Shire and a Community representative from each Shire. The Board met on six occasions throughout 2017/18.

Cr Seema Abdullah was elected Chairperson from November 2017. Cr Gary Cleveland was elected Deputy Chairperson.

Ms Georgia Hills retired as Moira Shire executive nomination to the Board in September 2017 and Ms Sally Rice was nominated as her replacement.

Ms Fiona Blick retired as Moira Shire community representative in September 2017 and after a thorough selection process, Ms Alex Monk was nominated by Moira Shire as her replacement.

Due to prior commitments Ms Monk was unable to attend any meetings in 2017/18.

The Finance and Audit Committee membership is made up of the three Senior Executive representatives from each member Council and until November 2017 also included the Community representative from Greater Shepparton. 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

<table>
<thead>
<tr>
<th></th>
<th>Board Meetings attended</th>
<th>Finance &amp; Audit Committee meetings attended</th>
<th>CEO Performance Matters Committee</th>
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<tbody>
<tr>
<td>Cr Seema Abdullah</td>
<td>6</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Cr Gary Cleveland</td>
<td>6</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Cr Debra Bower</td>
<td>3</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>David Roff</td>
<td>6</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Sally Rice</td>
<td>5</td>
<td>3</td>
<td>-</td>
</tr>
<tr>
<td>Georgia Hills</td>
<td>1</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Kaye Thomson</td>
<td>4</td>
<td>1</td>
<td>-</td>
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<tr>
<td>Derek Poulton</td>
<td>5</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Alex Monk</td>
<td>0</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Amanda Tingay</td>
<td>5</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
Moira Shire

Cr Gary Cleveland
Deputy Chairperson

Ms Georgia Hills
Executive representative
(Retired September 2017)

Ms Sally Rice
Executive representative
(Joined October 2017)

Ms Fiona Blick
Community representative
(Retired September 2017)

Ms Alex Monk
Community representative
(Joined April 2018)

Strathbogie Shire

Cr Debra Bower

Mr David Roff
Executive representative

Ms Amanda Tingay
Community representative

Greater Shepparton

Cr Seema Abdullah
Chairperson

Mrs Kaye Thomson
Executive representative

Mr Derek Poulton
Community representative

Ms Georgia Hills
Executive representative
(Retired September 2017)

Mr David Roff
Executive representative

Ms Amanda Tingay
Community representative

Ms Fiona Blick
Community representative
(Retired September 2017)

Ms Alex Monk
Community representative
(Joined April 2018)
Governance

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

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

Freedom of Information
The public has the right under the FOI Act to apply for access to Corporation information, including viewing documents and/or obtaining personal copies. No formal requests were received during 2017/18. In addition the Corporation makes available the required documentation pursuant to the Local Government Act 1989.

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 2017/18 there were no disclosures, matters, requests or applications made under the provisions of the Act.

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

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

During 2017/18 the Board reviewed the corporate Risk Register and risk management plans.
Staffing levels have decreased slightly in the last year with a number of casual staff leaving to go on to other roles in the community or retire.

We now have males employed in every category – full time, part time, casual and junior shelvers. It is important to see men in reading and literacy roles providing an example to young people.

The number of full time employees has remained steady, with a decrease in both part time and casual employees. We continue to provide opportunities for young people to have roles such as employment as a junior shelve (currently in four of our libraries).

We also have student work experience placements and have accommodated students completing volunteering for different organisations.

<table>
<thead>
<tr>
<th></th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total employee numbers</td>
<td>62</td>
<td>67</td>
<td>71</td>
<td>75</td>
<td>69</td>
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<tr>
<td>Permanent employees full time</td>
<td>9</td>
<td>10</td>
<td>10</td>
<td>11</td>
<td>11</td>
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<tr>
<td>Permanent employees part time</td>
<td>27</td>
<td>28</td>
<td>28</td>
<td>29</td>
<td>31</td>
</tr>
<tr>
<td>Casual employees</td>
<td>26</td>
<td>29</td>
<td>33</td>
<td>35</td>
<td>27</td>
</tr>
<tr>
<td>Fill time equivalents</td>
<td>23.65</td>
<td>24.16</td>
<td>25.16</td>
<td>26.66</td>
<td>25.63</td>
</tr>
<tr>
<td>Male</td>
<td>12</td>
<td>11</td>
<td>10</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>Female</td>
<td>50</td>
<td>56</td>
<td>61</td>
<td>64</td>
<td>57</td>
</tr>
</tbody>
</table>

Length of service at GVL
0-5 years = 31
6-10 years = 10
11-20 years = 15
21 years & over = 12

Average age of employees: 46yrs
Oldest employee: 73yrs
Youngest employee: 15yrs
**Highlights**

**Our Board plan ahead at Strategy Workshop**

In February 2017 the Board held a Strategy Workshop to plot the organisational direction for the next four years. The workshop was facilitated by library industry consultant Ian Phillips from I&J Consulting. The Board refined the organisational Vision and Mission and Strategic Objectives. The clear direction from the workshop was elevating the needs of the community and customer service in our strategies. This work formed the basis of the development of a new Library Plan.

**Yarrawonga community consulted on library location**

The Moira Shire progressed further with the planning for a new library at Yarrawonga and consulted with the local community on preferred options for the development of a Library at the Town Hall precinct site. Respondents to a survey overwhelmingly chose a greenfield library site at the rear of the existing Town Hall as the preferred option over including the Library within the Town Hall itself. Council will now further develop a precinct Master Plan and Concept Plans for the new library with a view towards an application for funding in mid 2019.

**Tatura Library plans progress**

Greater Shepparton City Council further developed concept plans for the extension and refurbishment of the Tatura Library. The plans provide for a doubling of the library space to 460m² and a much improved street profile. An application for funding was made to the Living Libraries Infrastructure Program in May 2017. If successful it is expected that works could commence in 2018/19.
**CIT reviewed**

We engaged local IT consultants Compusult to review and audit our hard and soft CIT systems. The review identified several immediate IT issues and recommended structural options and directions to improve stability and allow for further expansion. One of the clear directions is to move to Cloud-based software and storage systems at the end of life of the current local file servers. A new CIT Plan will be developed in 2018 to provide a pathway for implementation of the new direction.

**We commenced our Training & Development Program**

We commenced our new program for Training & Development in 2018. Previously training and any staff development was on an ad-hoc basis. We now have a planned program of training which looks at each different work area and role and specifies the required training and skills required. Individuals can access training opportunities over a three year training calendar. Each staff member still has the opportunity to access individual training and development, including external studies towards relevant qualifications. We had a successful start to this training program with staff attending a whole day session on customer service and another session on “copyright” laws.

**New Enterprise Agreement 2018**

We successfully negotiated a new four-year Enterprise Agreement with employees and the Australian Services Union. A very committed and constructive negotiating team was formed and focussed on delivering a fair outcome for all parties that reflected the current operating and social environment. The key agreed employee outcome is for a pay increase of 1.5% per year with a minimum of $18 per hour, for four years, commencing 1 July 2018.

A positive employee vote was secured in favour of the new Agreement to enable submission to the Fair Work Commission for approval.
Stocktake completed
For the first time in over 10 years we undertook a comprehensive stocktake of all physical book stock and resources at all locations from July – September 2018. The process was made easier due to the implementation of RFID and the tagging of all stock as part of that process. A reading wand was used to count items rapidly on shelf, greatly reducing effort and times involved to complete the stocktake.

The final outcome (Sept 2017) showed a stock level of 152,737 items, a decrease of 6,082 or 4.1% on the listed catalogue. Stocktakes will now be held every two years.

We introduce Kanopy streaming
In November 2017 we introduced our new video streaming service. Kanopy is a video streaming service which allows library members to access over 30,000 videos in a variety of topics, including: Popular movies and documentaries, World Cinema, Movie Classics, Australian Cinema and documentaries, Short films, educational and courses in a variety of subjects. Junior library members also have access to Kanopy Kids which provides access to materials with G rating. Since commencement we have had 11,422 plays totalling 32,860 minutes of play time.

Craft & Coffee – social inclusion
Craft & Coffee are free activities designed to introduce the basics of a craft in an informal, social setting. Programs staff visit on a monthly basis, or in some instances, branch staff have embraced the challenge of presenting these sessions. Activities have included Quilling cards, creating Dream Catchers and making paper flowers. Acrylic painting or pencil drawing sessions are particularly popular.

eBook use grows by 20%
We increased our eBook and eAudio book collection by 12% in 17/18 and this again produced outstanding growth in eResource loans. Loans increased by 20% on 16/17 and eAudiobooks are proving very popular. eResource loans (eBooks, eAudiobooks and eMagazines) now make up 4% of the collection and provides 4.2% of the total loans.

eLearning
We continued to offer eLearning sessions at all branches, usually when the branch is closed to maximise access to internet and Wi-Fi. Topics covered include introduction to tablets and email, using Facebook and Instagram, and saving and sharing photos and attachments. Some sessions have been so popular that a second session has been needed. These sessions supplement the ad-hoc, daily requests staff deal with in assisting to develop digital literacy in our communities.
Library Operations

All branch libraries, including the Mobile Library, opened to the public between Christmas and New Year for the first time. While loans only marginally increased, visits were up by 6.6% compared to December 2016, indicating that the community were continuing to use our facilities during this time.

Opportunities have arisen in the past twelve months for staff to work in other branches and in different roles, due to secondments, retirements and resignations. This has provided professional development for several permanent and casual staff, increasing skills and knowledge. The flexibility and multi-skilling of staff has enabled all programming to go ahead as scheduled, and proved a full range of services available at all branches.

Cr Gary Cleveland joined an enthusiastic kindergarten group to help celebrate Cobram Library’s first birthday (above). Cobram also hosted Shape Station, a performance based on shapes, and conducted by an energetic pair of actors targeted at 4-6 year old children. 50 children from local kindergartens enjoyed the show, participating pantomime style.

Cobram Library hosted a Scam Savvy presentation by Consumer Affairs, while a group meet weekly in the library to play chess.

Nagambie Library was visited twice weekly by a local primary school, a home school group visited Tatura Library weekly and staff at Yarrawonga, Mooroopna and Numurkah visited kindergartens and child-care centres.

250 ghosts, goblins and witches invaded the Library during Nathalia’s Halloween 3638 celebration.
Nathalia Library hosted the launch of Cameron Lancaster’s book “When our little bit is done: Nathalia at home and abroad during World War 1”. The launch involved Branch Coordinator Donna Hicks in conversation with Cameron. The front of the library was adorned with tents, army uniforms and camping paraphernalia. It was standing-room only in the library, with over 90 people in attendance.

Efficiencies were gained with the introduction of cash registers and Eftpos machines at some of our busier branches.

New standardised photocopiers were installed at most branches as part of adopting a managed print service rather than purchasing and owning copier/printers. This greatly increased the service we are able to offer to the public.

Self serve was bedded down across the region, with over 70% of loans being self-checked consistently.

NAIDOC Week celebrations included basket weaving at Yarrawonga and Lyn Loger read from her book “Po-bonk Creates a Flood” at Numurkah Library. Members of the Shepparton Region Reconciliation Group volunteered their time to clean and refresh the Indigenous display in the cabinet at Shepparton Library, and Yarrawonga held a Reconciliation Week rhyme story time. Engagement with our indigenous community will be a priority in the coming year.

Moira Shire Libraries each received grants of $250 for Cultural Diversity Week activities, which varied from Italian or Arabic story times to multi-cultural afternoon teas. We were successful in being awarded a $1,000 grant from the Fonterra Grass Roots Fund which will enable us to purchase Lego, which will be used in programming across the region.
Shepparton Historical Society and Friends of the Shepparton Library partnered with Goulburn Valley Libraries to purchase a new Scanpro microfilm reader and printer for Shepparton Library. Grants totalling over $18,000 were received towards the purchase of the machine, which provides better access to historical records. Members of the Historical Society have been trained to use the Scanpro, with the intention that they will pass on their knowledge to other users. This project makes historical records accessible to all.

A launch was held to recognise the contribution of the Fairley Foundation, Greater Shepparton City Council and the Bendigo Bank Community fund. Friends of the Shepparton Library contributed $1,200 to the project.

Mobile Library

The Mobile Library has continued to visit our smaller communities, some primary schools and a Neighbourhood House. While there have been some ongoing mechanical issues, service has not been disrupted. The Invergordon Primary School was closed January-June and this provided time for Mobile Library staff to undertake other support activities.

Visits to the Mobile Library increased by 16.62% to 6,673.

The community borrowed 15,101 items from the Mobile Library service, an increase of 13.75% on the previous year.

The Mobile library service stops are located at:

City of Greater Shepparton:
Sirius College, Toolamba, South Shepparton Community House, Tallygaroopna, Murchison, Dookie, Katandra West, Merrigum

Moira Shire:
Picola, Bearii, Barmah, Invergordon P. S., Waaia P.S., Katunga P.S., Strathmerton, Katamatite, St James, Tungamah P.S.

Strathbogie Shire:
Avenel, Avenel P.S., Longwood, Strathbogie.
Professional development

Many staff took advantage of professional development opportunities:

- Children & Youth Services Forum
- Writing Our Story: creating a new history
- Managing Self, Managing Others
- Grant Writing workshops
- Jumpstart digital literacy training

We welcomed secondary school students to several branches who were undertaking community work as part of their studies. Euroa, Shepparton and Support Services hosted a Charles Sturt University student on placement. Branches always endeavour to be available for students undertaking work placement, which this year also included students who connected with us through the Local Learning and Employment Network.
Community Engagement and Library Programs

Our social media profile has increased, with Facebook likes increasing by 145% since December 2017, while Instagram followers have also increased by 138%. In January 2018 we held a Facebook competition to win an iPod, supported by a short radio ad campaign to increase our Facebook friends which has been sustained due to the diversity and frequency of posts.

Our media campaign continued with new television advertisements focusing on our new Kanopy video streaming service, the High Road to Reading author visit by Graeme Simsion and Anne Buist, and with themes such as Train your Brain and Winter. We continued to place advertisements in The Advisor Senior Supplement and in Shepparton News “Betty” magazine, as well as regular library columns in the Shepparton News and Tatura Guardian. Radio advertisements also continued, promoting services such as Storybox picture story book streaming, and Kanopy video streaming. Articles in local newsletters promoted our Mobile Library service.

The Reading Hour provided opportunity to engage with our communities, as did Community Reading Days. Community Reading Days at Yarrawonga, Numurkah and Nathalia, Cobram and Numurkah are a collaboration with many local organisations and community groups.

The Sydney Writers Festival was streamed live to the Shepparton Library over a three-day period. The meeting room was set up with easy chairs and audience members were encouraged to drop in and out depending on the program. While the audience was small, there is potential for a much larger event next year.

A mini-film festival celebrating Refugee Week was held at Shepparton Library, showing films available through the Kanopy streaming service.

We registered and began the 1,000 Books Before School program in November 2016, with the aspiration of having 1,500 children registered by the end of the program in June 2018. We currently have 1,112 children signed up, 50% of whom have read 100 books or more. 18 children have reached the target of 1,000 books.

Our staff have had a presence at the Numurkah Show, Shepparton Out in the Open Festival, participated in Story Time in the Park and have also visited primary schools and kindergartens on a regular basis. We participated in community events such as the Big Morning Tea and Volunteers Week.

Shepparton Library also hosted a photography exhibition by local photographer Liaqat Ahamdi.

The Nagambie Art Group has begun displaying their artworks at Nagambie Library.

Programming has increased across our branch libraries, particularly in holiday activities, with all branches now offering at least one session per holiday period. Code Club continues to be extremely popular, supported by the purchase of new computers, and has encouraged other branches to try their own sessions.
Children and Youth Programs

Attendance at Children and Youth programs increased by 11% while the number of programs offered increased by 14%.

The Summer Reading Club had 361 children registered, with Cobram once again recording the most registrations of 66. The theme of ‘Game On!’ provided inspiration for activities during the summer school holidays.

Mooroopna Branch has initiated a junior book group who meet monthly in the library.

<table>
<thead>
<tr>
<th>Name of Program</th>
<th>Number of Programs in libraries</th>
<th>Number of Programs in the community</th>
<th>Number of attendees</th>
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</thead>
<tbody>
<tr>
<td>Baby Rhyme Time</td>
<td>61</td>
<td>0</td>
<td>2,899</td>
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<tr>
<td>Rhyme &amp; Story Time</td>
<td>306</td>
<td>11</td>
<td>7,733</td>
</tr>
<tr>
<td>Preschool &amp; Children’s Centres</td>
<td>53</td>
<td>26</td>
<td>1,400</td>
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<tr>
<td>Kindergarten Visits</td>
<td>111</td>
<td>17</td>
<td>2,887</td>
</tr>
<tr>
<td>Primary School Visits</td>
<td>99</td>
<td>14</td>
<td>3,118</td>
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<tr>
<td>School Holiday Programs</td>
<td>109</td>
<td>0</td>
<td>2,168</td>
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<tr>
<td>Special Development Schools</td>
<td>62</td>
<td>0</td>
<td>679</td>
</tr>
<tr>
<td>New Mum’s Groups</td>
<td>20</td>
<td>0</td>
<td>224</td>
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<tr>
<td>Community Reading Days</td>
<td>6</td>
<td>0</td>
<td>967</td>
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<tr>
<td>Digital Literacy</td>
<td>79</td>
<td>1</td>
<td>829</td>
</tr>
<tr>
<td>Secondary Schools</td>
<td>1</td>
<td>2</td>
<td>75</td>
</tr>
<tr>
<td>Other – Chess, Kid’s Club</td>
<td>36</td>
<td>3</td>
<td>519</td>
</tr>
<tr>
<td>Tours</td>
<td>5</td>
<td></td>
<td>67</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>971</strong></td>
<td><strong>72</strong></td>
<td><strong>24,197</strong></td>
</tr>
</tbody>
</table>

“Michelle was wonderful, excellent, informative and literally feels like I have another Mum at the library!”
Feedback form received at Mooroolpna Library

The meeting room at Euroa Library had 385 bookings for the year.
**Adult Programs**

Numurkah Library celebrated International Read Aloud Day when residents of aged care facilities visited the library. Star Wars Day on May 4th attracted fans of all ages to Shepparton Library.

<table>
<thead>
<tr>
<th>Name of Program</th>
<th>Number of Programs in libraries</th>
<th>Number of Programs in the community</th>
<th>Number of attendees</th>
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</thead>
<tbody>
<tr>
<td>All Abilities Programs*</td>
<td>93</td>
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<td>754</td>
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<tr>
<td>Author Visits</td>
<td>29</td>
<td>1</td>
<td>753</td>
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<tr>
<td>Adult Programs**</td>
<td>165</td>
<td>1</td>
<td>1,008</td>
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<tr>
<td>Book Club/Book Chat</td>
<td>55</td>
<td>0</td>
<td>411</td>
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<tr>
<td>Friends of the Library</td>
<td>65</td>
<td>2</td>
<td>1,113</td>
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<tr>
<td>Knitting Group</td>
<td>115</td>
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<td>eLearning</td>
<td>66</td>
<td>0</td>
<td>339</td>
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<tr>
<td>Craft Programs</td>
<td>75</td>
<td>1</td>
<td>710</td>
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<tr>
<td>Library Tours</td>
<td>11</td>
<td>0</td>
<td>151</td>
</tr>
<tr>
<td>Koori Programs</td>
<td>4</td>
<td>1</td>
<td>21</td>
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<tr>
<td>Invigilation</td>
<td>7</td>
<td>0</td>
<td>7</td>
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<tr>
<td>Events</td>
<td>9</td>
<td>4</td>
<td>471</td>
</tr>
<tr>
<td>Multicultural</td>
<td>15</td>
<td>2</td>
<td>130</td>
</tr>
<tr>
<td>Other (openings/ meetings)</td>
<td>47</td>
<td>1</td>
<td>723</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>755</strong></td>
<td><strong>12</strong></td>
<td><strong>7,254</strong></td>
</tr>
</tbody>
</table>

*includes GVConnect, Shepparton Access

**Adult Programs**

"I enjoyed it because everyone is so nice, and the teachers were great."

Participant in Craft & Coffee

"The question and answer discussion was terrific, I felt like I was watching a television show."

Attendee at Cameron Lancaster’s book launch at Nathalia Library.
Friends of the Library

We continue to enjoy the support of our Friends of the Library groups, who provide catering for events and material support for children’s activities. Friends groups have purchased various items for our branch libraries:

Yarrawonga – book trolley;
Mooroopna – chairs;
Shepparton – urn;
Euroa – big-screen TV for meeting room.

Mooroopna Friends have supported author visits by Jeremy Scott and Kylie Ladd; Yarrawonga Friends also supported visiting authors including accommodation for Linda Bookerstone. Very successful Book Chat afternoons were held in Yarrawonga, arranged by the Friends of Yarrawonga Library. Heather Ewert was guest at a Euroa Friends literary evening while Bill Kelty entertained at another event.

Mooroopna Friends of the Library had displays at the Farmers Market and later at the Lions Market. Friends of the Shepparton Library hosted a luncheon with guest speaker being Geoff Allemand, member of the Shepparton Historical Society and convenor of the Lost Shepparton Facebook page. Yarrawonga staff and Friends of the Library attended the Community Expo at Sacred Heart.

A group of volunteers held weekly computer-help classes at Euroa Library.

The Home Library Service operates with the support of Friends groups and volunteers. Shepparton hosted an afternoon tea to thank volunteers for their contribution to the library service.

We support our Book Clubs

We support 26 Book Clubs across the region. There are 13 Book Clubs in Shepparton, one in Tatura, two in Yarrawonga, two in Cobram, three in Numurkah and five in Euroa.

Two book preview sessions were held at Euroa Library, for all the Library Book Clubs in Euroa to look at a copy of all the books on the Book Club Titles List for 2018. A similar preview session for the Numurkah Book Clubs was held at Numurkah Library.

Launch of 60th issue of Tamba magazine

The 60th issue of Tamba magazine was launched at Shepparton Library. Tamba is the literary magazine published by the Goulburn Valley Writers’ Group, and the 60th issue celebrates 25 years of continuous publication.
2017 Dungala-Kaiela Writing Awards

The Dungala-Kaiela Writing Awards were held for the sixth year in 2017. The Writing Awards are open to Aboriginal and Torres Strait Islander people with a connection to our region. The generous sponsors were the Fairer Futures Fund, Rumbalara Aboriginal Co-operative, Viney Morgan Aboriginal Medical Service, Greater Shepparton City Council, Moira Shire Council and the Shepparton Region Reconciliation Group.

This year, 60 entries were received.

The Presentations and Celebrations Evening was held on Friday 27 October 2017 at the Rumbalara Football and Netball Club in Shepparton. The evening was well attended, with some 90 people attending. A separate event was held at the Rumbalara Aged Care Facility, for Elders in this facility not able to attend the earlier event.

The 2017 winners were:

**Story/Yarn/Article/Play**

**Elder**
Monica Phillips
*Great Things Come in Small Packages*

**Open**
Sharonlee Post
*Breathe*

**Youth**
River Loizou
*The Kaidacha*

**Junior**
Corey Doyle
*Dhungalla*

**Aboriginal Languages of this Region in any written form**

**Open**
Mandi Barton
*Connection*

**Youth**
Mazz Post
*I Am Proud To Be Wiradjuri*

**Junior**
Lillie Walker
*Why Nga Love Going Camping*

**Poem/Lyric/Rap**

**Elder**
Elizabeth Brown
*Strange Thoughts*

**Open**
Alana Charles
*Big Blue*

**Youth (Two winners)**
Mazz Post
*Bad Dream*
Markiah Wise
*Wonmir the Eagle*

**Junior**
Shontay McCabe-Jackson
*Our Culture*

2017 Joseph Furphy Commemorative Literary Prize

This year marked twenty-five years for the Joseph Furphy Commemorative Literary Prize. The Furphy Foundry Pty Ltd generously donates the prize money for this annual writing competition.

This year, 48 Junior short stories, 40 Youth short stories, 66 Open short stories, 51 Youth poetry entries and 41 Open poetry entries were received, a total of 246 entries.

The Presentation Morning was held on Sunday 3 December 2017 at Shepparton Library.

The 2017 winners were:

**Short Story**

**Open**
Susan Bennett
*A Trip to Market*

**Youth**
Kaiya O’Brien
*The Unknown Sailor*

**Junior**
Heidi Smith
*The Other Side of the River*

**Poetry**

**Open**
Alan Mathews
*Sunset Country*

**Youth**
Alyssa Chen
*The Swings and the Wind*
Authors visit our Libraries

During the year, 14 visiting authors gave a total of 30 talks about their books at branch libraries across the region.

Jenny McLeod

Jenny McLeod gave talks about her novels *The Other Side of the Season*, *Season of Shadow and Light*, *Simmering Season* and *House for all Seasons* at Cobram Library and Yarrawonga Library.

Geoff Allemand

Local photo historian Geoff Allemand presented *My Shepparton - Past, Present and Future* at Shepparton Library. Geoff's presentation included a photographic journey through Greater Shepparton’s past, and highlighted the importance of preserving our memories for future generations. The presentation was followed by a light luncheon, hosted by the Friends of the Shepparton Library.

Noel Braun

Noel Braun spoke about walking the Camino, the ancient pilgrimage route to Santiago de Compostela in the north-east of Spain, at Cobram, Yarrawonga, Shepparton and Numurkah Libraries.

Dr Ross McMullin

Award-winning biographer and historian Dr Ross McMullin spoke about his recently published book *Pompey Elliott At War: In His Own Words* at Euroa, Shepparton, Numurkah, Cobram and Nagambie Libraries.

Linda Bootherstone

Author Linda Bootherstone spoke at Yarrawonga Library about her book *Three Wandering Poms* recalling her travels around Australia by motorbike in the early 1970s.
Kylie Ladd
Kylie Ladd spoke about her recently published novel *The Way Back* at Mooroopna Library, Nagambie Library and Cobram Library. Kylie Ladd is a novelist, psychologist and freelance writer.

Scott Whitaker
Scott Whitaker regaled audiences across four branches about his research into the Railway Hotels of Australia.

Jeremy Scott
Jeremy Scott inspired his audience at Mooroopna Library with his recollections of his 51,916km bicycle ride from London to New Zealand.

Darry Fraser
Darry Fraser recalled her childhood on the Murray River during her talk at Cobram Library.

Robyn Andrew
Local author Robyn Andrew launched her book at Shepparton Library.

Leonie Johnson
Leonie Johnson spoke about her debut novel *Scandalous* at Shepparton Library.

Fleur Ferris
Young adult author Fleur Ferris was a hit with her younger audience at Shepparton Library.

Graeme Simsion and Anne Buist
Two of Australia’s most popular authors, Graeme Simsion and Anne Buist, spoke on Wednesday 23 May 2018 at Nagambie Library and at the Shepparton RSL as part of the State Library Victoria’s High Road to Reading program. Graeme Simsion is the internationally bestselling author of *The Rosie Project*, *The Rosie Effect* and *The Best of Adam Sharp*. Anne Buist is chair of Women’s Mental Health at the University of Melbourne and author of the acclaimed Natalie King thrillers *Medea’s Curse*, *Dangerous to Know* and *This I Would Kill For*.

Andrea Palmer
Andrea Palmer spoke about her biography *Plum: from Bihar to Berkeley. The extraordinary life of Plum Rutherford Haet* at Cobram, Numurkah, Euroa and Shepparton Libraries. Andrea lives on a farm with her husband David in North East Victoria and *Plum* is her first book.
Our On-line Library

New website launched
In November 2017 we launched our new and improved website. The new website is more attractive, has a clean and fresh look, is simpler to navigate providing an enhanced user experience and is mobile device friendly. The new website resulted in increased web traffic and on-line transactions.

New public WiFi a winner
In March 2018 we replaced our WiFi infrastructure at all branches due to poor service provision with the existing system. The new system provides a much simpler log on system for guests and members, enables greater promotion and management options and enhanced capacity for patrons. The WiFi usage has increased dramatically since the installation.

eResources
We now have an ever growing suite of eResources for patrons to enjoy, including:
- Borrowbox (eBooks and eAudiobooks)
- Wheelers (eBooks)
- RB Digital (eBooks, eAudiobooks and eMagazines)

Our patrons can enjoy access to many free digital resources via our web portal such as;
- ancestry.com
- Computer School
- Transparent Languages
- Storybox Library
- Tumblebooks

26,806 more website visits as a result of new website!
Website Visits

Wireless Internet (WiFi) Use

In-library Computer Sessions
Collections

Over the past year 15,128 physical items were added to the collection and 13,518 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 45.3% 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 popular.

We have a strong focus on developing the standard of the collection as a whole, to meet the goal of providing fresh and dynamic library collections. This will be further developed in the near future with software resources such as Collection HQ. With more accessible data we will be able to focus on increasing the appropriate materials for each community while continuing to grow our eResource collections.

SWIFT Inter Library Loans continues to grow

We sent 50,813 items to other SWIFT libraries, an increase of 13%. We received 44,027 items from other SWIFT libraries an increase of 8%.

Inter Library Loans

Our library patrons placed 347 requests for items from other libraries outside of SWIFT this year (a 24% increase). We received 1,805 requests from other libraries outside of SWIFT (a 30% decrease).
## Items in Collection

<table>
<thead>
<tr>
<th></th>
<th>June 2014</th>
<th>June 2015</th>
<th>June 2016</th>
<th>June 2017</th>
<th>June 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print and Audio Visual Resources</td>
<td>211,646</td>
<td>198,681</td>
<td>160,596</td>
<td>158,589</td>
<td>154,420</td>
</tr>
<tr>
<td>eResources</td>
<td>1,788</td>
<td>3,420</td>
<td>4,959</td>
<td>5,557</td>
<td>6,654</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>213,434</strong></td>
<td><strong>202,101</strong></td>
<td><strong>165,555</strong></td>
<td><strong>164,146</strong></td>
<td><strong>161,074</strong></td>
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</table>

## Collection additions

<table>
<thead>
<tr>
<th></th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
<th>2017/18</th>
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<tr>
<td>Fiction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult</td>
<td>2,679</td>
<td>3,273</td>
<td>2,993</td>
<td>3,343</td>
<td>3,461</td>
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<tr>
<td>Junior / Young Adult</td>
<td>1,948</td>
<td>2,390</td>
<td>1,919</td>
<td>1,622</td>
<td>1,736</td>
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<td>Non-fiction</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Adult</td>
<td>1,270</td>
<td>1,995</td>
<td>1,881</td>
<td>1,978</td>
<td>2,027</td>
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<tr>
<td>Junior / Young Adult</td>
<td>220</td>
<td>529</td>
<td>392</td>
<td>496</td>
<td>779</td>
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<tr>
<td>Junior Picture</td>
<td>1,044</td>
<td>1,257</td>
<td>965</td>
<td>918</td>
<td>781</td>
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<tr>
<td>Large print</td>
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<td>891</td>
<td>1,220</td>
<td>985</td>
<td>1,402</td>
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<tr>
<td>Audio Visual (inc DVD’s)</td>
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<td>Adult</td>
<td>852</td>
<td>1,045</td>
<td>945</td>
<td>1,490</td>
<td>1,470</td>
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<tr>
<td>Junior</td>
<td>326</td>
<td>283</td>
<td>397</td>
<td>547</td>
<td>844</td>
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<tr>
<td>LOTE</td>
<td></td>
<td>226</td>
<td>66</td>
<td>528</td>
<td>386</td>
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<td>Premiers Reading Challenge*</td>
<td>2,871</td>
<td>2,061</td>
<td>2,567</td>
<td>2,752</td>
<td>2,164</td>
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<tr>
<td>Magazine titles</td>
<td>96</td>
<td>96</td>
<td>77</td>
<td>85</td>
<td>78</td>
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<tr>
<td>Items removed from collection</td>
<td>20,819</td>
<td>34,634</td>
<td>67,508</td>
<td>18,469</td>
<td>13,518</td>
</tr>
</tbody>
</table>

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

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**eResource items have increased by 20%!**
Popular Collections

The top 10 DVD titles borrowed across all age groups

**Junior**
1. Peppa Pig
2. The Wiggles
3. Shaun the Sheep
4. Fireman Sam
5. Octonauts
6. Little House on the Prairie
7. Dora the Explorer
8. My Little Pony
9. Thomas the Tank Engine
10. Moana

**Teen**
1. Beauty and the Beast
2. The Space Between Us
3. Harry Potter and the Deathly Hallows
4. Harry Potter and the Order of the Phoenix
5. Miss Peregrine’s Home for Peculiar Children
6. Goosebumps,
7. Dance Academy
8. Tomorrowland
9. The Edge of Seventeen
10. Mythica: A quest for heroes

**Adult**
1. Game of Thrones
2. Midsomer Murders
3. A Place to Call Home
4. Outlander
5. Bones
6. The Big Bang Theory
7. Vera
8. Death in Paradise
9. Dr Who
10. Murdoch Mysteries
The most borrowed **novels** or **picture books**

**Junior**
1. Diary of a Wimpy Kid
2. Dog Man
3. The Wiggles
4. Pokemon XY
5. Pokemon Black & White
6. Pokemon Adventures
7. The Brothers Quibble
8. The 78 Storey Tree House
9. Hairy Maclary
10. Geronimo Stilton

**Teen**
1. Fairy Tale
2. Gotham Academy
3. Maximum Ride
4. Bleach
5. One Piece
6. Vampire Night
7. Attack on Titan
8. Naruto
9. Wreck
10. Black

**Adult**
1. The Fix
2. Night School
3. Wrong Side of Goodbye
4. The Late Show
5. The Last Mile
6. Truly Madly Guilty
7. Trip of a Lifetime
8. The Whistler
9. Make Me
10. No Man’s Land

The most borrowed **non-fiction** books

**Junior**
1. Minecraft
2. Guinness Book of Records
3. Amazing Facts About Australian Dinosaurs
4. Asteri
5. Tin Tin
6. Zooltopia
7. Zeeks Animal World
8. Angry Birds
9. Mummy & Me Bake
10. 1001 Cool Gross Jokes

**Teen**
1. Boy
2. Fromelles
3. Girls Stuff
4. Kokoda
5. Add More-ing to Your Life
6. Alive in the Death Zone
7. Chinese Cinderella
8. To Kill a Mocking Bird – Guide
9. 101 Things Every Girl Should Know
10. Hippie Boy

**Adult**
11. Barefoot Investor
12. Working Class Boy
13. Mrs Kelly
14. Reckoning
15. Plum
16. Working Class Man
17. Down the Dirt Roads
18. One Lie
19. Clever Guts Diet
20. I Guess I’ll Just Keep on Walking
# Library Performance

<table>
<thead>
<tr>
<th>Branch</th>
<th>Members</th>
<th>Loans</th>
<th>Visits</th>
<th>Holds / Requests</th>
<th>In-house Internet use</th>
<th>WiFi</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Greater Shepparton</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Mooroopna</td>
<td>2,294</td>
<td>30,544</td>
<td>25,487</td>
<td>3,602</td>
<td>4,199</td>
<td>2,329</td>
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<td>Shepparton</td>
<td>13,290</td>
<td>159,029</td>
<td>107,747</td>
<td>20,545</td>
<td>17,602</td>
<td>10,711</td>
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<td>Tatura</td>
<td>1,137</td>
<td>18,521</td>
<td>11,991</td>
<td>3,530</td>
<td>989</td>
<td>327</td>
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<tr>
<td><strong>Total</strong></td>
<td>16,721</td>
<td>208,094</td>
<td>145,225</td>
<td>27,677</td>
<td>22,790</td>
<td>13,367</td>
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<tr>
<td><strong>Moira Shire</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Cobram</td>
<td>3,509</td>
<td>68,490</td>
<td>44,859</td>
<td>13,264</td>
<td>5,091</td>
<td>2,508</td>
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<tr>
<td>Nathalia</td>
<td>959</td>
<td>11,545</td>
<td>8,731</td>
<td>2,242</td>
<td>299</td>
<td>631</td>
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<tr>
<td>Numurkah</td>
<td>1,993</td>
<td>33,096</td>
<td>22,212</td>
<td>8,011</td>
<td>2,304</td>
<td>1,606</td>
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<tr>
<td>Yarrawonga</td>
<td>3,152</td>
<td>50,079</td>
<td>45,672</td>
<td>9,706</td>
<td>3,538</td>
<td>1,549</td>
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<tr>
<td><strong>Total</strong></td>
<td>9,613</td>
<td>163,210</td>
<td>121,474</td>
<td>33,223</td>
<td>11,232</td>
<td>6,294</td>
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<tr>
<td><strong>Strathbogie Shire</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Euroa</td>
<td>2,530</td>
<td>43,486</td>
<td>57,743</td>
<td>6,690</td>
<td>5,371</td>
<td>3,792</td>
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<tr>
<td>Nagambie</td>
<td>873</td>
<td>16,704</td>
<td>12,059</td>
<td>3,843</td>
<td>1,794</td>
<td>672</td>
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<tr>
<td>Violet Town</td>
<td>414</td>
<td>6,569</td>
<td>7,783</td>
<td>2,391</td>
<td>490</td>
<td>650</td>
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<tr>
<td><strong>Total</strong></td>
<td>3,817</td>
<td>66,759</td>
<td>77,585</td>
<td>12,924</td>
<td>7,655</td>
<td>5,114</td>
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<tr>
<td><strong>Other</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Mobile Library</td>
<td>1,049</td>
<td>15,101</td>
<td>6,673</td>
<td>2,265</td>
<td>18</td>
<td>64</td>
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<tr>
<td>Administration / HQ</td>
<td>189</td>
<td>6,870</td>
<td>–</td>
<td>3,138</td>
<td>–</td>
<td>–</td>
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<tr>
<td>eLoans</td>
<td>–</td>
<td>20,389</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td><strong>Total 2017/18</strong></td>
<td>31,389</td>
<td>480,423</td>
<td>350,957</td>
<td>82,118</td>
<td>41,695</td>
<td>24,839</td>
</tr>
<tr>
<td><strong>Total 2016/17</strong></td>
<td>30,286</td>
<td>466,232</td>
<td>363,123</td>
<td>78,243</td>
<td>46,120</td>
<td>20,393</td>
</tr>
<tr>
<td><strong>Variance</strong></td>
<td>1,103</td>
<td>14,191</td>
<td>-12,166</td>
<td>3,875</td>
<td>-4,425</td>
<td>-4,446</td>
</tr>
<tr>
<td><strong>% change</strong></td>
<td>3.64%</td>
<td>3.04%</td>
<td>-3.35%</td>
<td>10.4%</td>
<td>-9.59%</td>
<td>21.8%</td>
</tr>
</tbody>
</table>

Membership increased by 1,103
## Comparative Performance Summary 2012 - 2017

<table>
<thead>
<tr>
<th></th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Region Population</strong></td>
<td>101,165</td>
<td>101,165</td>
<td>102,012</td>
<td>102,497</td>
<td>105,513</td>
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<tr>
<td><strong>Memberships</strong>&lt;sup&gt;5&lt;/sup&gt;</td>
<td>29,969</td>
<td>29,531</td>
<td>28,974</td>
<td>30,286</td>
<td>31,389</td>
</tr>
<tr>
<td><strong>New members</strong></td>
<td>4,355</td>
<td>4,035</td>
<td>3,946</td>
<td>4,508</td>
<td>3,923</td>
</tr>
<tr>
<td><strong>Active members</strong>&lt;sup&gt;4&lt;/sup&gt;</td>
<td>15,691</td>
<td>16,994</td>
<td>12,642</td>
<td>14,357</td>
<td>13,117</td>
</tr>
<tr>
<td><strong>Membership as % of population</strong></td>
<td>29.62%</td>
<td>29.19%</td>
<td>28.40%</td>
<td>29.55%</td>
<td>29.75%</td>
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<tr>
<td><strong>Visits</strong></td>
<td>363,441</td>
<td>346,853</td>
<td>364,147</td>
<td>363,123</td>
<td>350,957</td>
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<tr>
<td><strong>Visits per capita</strong></td>
<td>3.59</td>
<td>3.42</td>
<td>3.57</td>
<td>3.54</td>
<td>3.33</td>
</tr>
<tr>
<td><strong>Operating Expenditure</strong>&lt;sup&gt;1&lt;/sup&gt;</td>
<td>$2,683,274</td>
<td>$2,746,375</td>
<td>$3,069,809</td>
<td>$3,046,825</td>
<td>$3,171,629</td>
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<tr>
<td><strong>Op Ex per capita</strong></td>
<td>$26.52</td>
<td>$27.15</td>
<td>$30.09</td>
<td>$29.73</td>
<td>$30.06</td>
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<td>–</td>
<td>24,598</td>
<td>29,183</td>
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<td><strong>Website visits</strong></td>
<td>–</td>
<td>–</td>
<td>138,280</td>
<td>130,475</td>
<td>157,281</td>
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<tr>
<td><strong>Total staff numbers</strong></td>
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<td>67</td>
<td>71</td>
<td>75</td>
<td>69</td>
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<tr>
<td><strong>Total FTE staff</strong></td>
<td>23.65</td>
<td>24.16</td>
<td>25.16</td>
<td>26.66</td>
<td>25.63</td>
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<tr>
<td><strong>FTE per population</strong></td>
<td>1/4598</td>
<td>1/4187</td>
<td>1/4055</td>
<td>1/3845</td>
<td>1/4117</td>
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<tr>
<td><strong>Total FTE qualified staff</strong></td>
<td>13</td>
<td>13</td>
<td>13</td>
<td>12.6</td>
<td>13.2</td>
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<td><strong>Qualified FTE per population</strong></td>
<td>1/7782</td>
<td>1/7782</td>
<td>1/7847</td>
<td>1/8135</td>
<td>1/7993</td>
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<tr>
<td><strong>Expenditure on Library Materials</strong>&lt;sup&gt;2&lt;/sup&gt;</td>
<td>$211,651</td>
<td>$273,471</td>
<td>$302,006</td>
<td>$356,665</td>
<td>$421,843</td>
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<td><strong>Expenditure on Lib Materials per capita</strong></td>
<td>$2.09</td>
<td>$2.70</td>
<td>$2.96</td>
<td>$3.47</td>
<td>$4.00</td>
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<td>198,516</td>
<td>160,596</td>
<td>158,589</td>
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<td>2.09</td>
<td>1.96</td>
<td>1.57</td>
<td>1.55</td>
<td>1.46</td>
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<td><strong>% collection purchased in past 5 years – physical items</strong></td>
<td>35.5%</td>
<td>35.92%</td>
<td>41.94%</td>
<td>42.1%</td>
<td>45.3%</td>
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<tr>
<td><strong>% collection purchased in past 5 yrs inc. eResources</strong></td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>44.1%</td>
<td>46.3%</td>
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<tr>
<td><strong>Number of eResource collection Items</strong></td>
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<td>4,959</td>
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<td><strong>Total number of Collection Items</strong></td>
<td>213,740</td>
<td>201,936</td>
<td>165,555</td>
<td>164,146</td>
<td>161,074</td>
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<tr>
<td><strong>eResources as % of Total Collection</strong></td>
<td>0.8%</td>
<td>1.7%</td>
<td>3.0%</td>
<td>3.39%</td>
<td>4.1%</td>
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<tr>
<td><strong>Loans (physical items)</strong></td>
<td>473,977</td>
<td>449,893</td>
<td>455,956</td>
<td>451,938</td>
<td>460,034</td>
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<tr>
<td><strong>Loans eResources</strong></td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>14,294</td>
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<tr>
<td><strong>Loans Total</strong></td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>466,232</td>
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<td><strong>Loans per capita</strong></td>
<td>4.68</td>
<td>4.44</td>
<td>4.47</td>
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<td><strong>Loans per member</strong></td>
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<td><strong>Loans per visit</strong></td>
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<td><strong>Turnover – Loans per collection Items</strong></td>
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<td><strong>Number of Public Access Internet PC’s</strong></td>
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<td>46</td>
<td>47</td>
<td>56</td>
<td>52</td>
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<tr>
<td><strong>Number of PC’s per population</strong></td>
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<td>1/2199</td>
<td>1/2170</td>
<td>1/1830</td>
<td>1/2029</td>
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<td><strong>Customer Satisfaction</strong></td>
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<td>Not undertaken</td>
<td>8.93&lt;sup&gt;1&lt;/sup&gt;</td>
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<sup>1</sup> Total Opex less depreciation  
<sup>2</sup> Expenditure on Bookstock, AV materials only (excludes plant, vehicle, CIT, furniture, fixtures etc)  
<sup>3</sup> Nexus Regional Libraries Syndicate Community Survey 2016 - Satisfaction rating out of 10  
<sup>4</sup> Members who have borrowed an item in the past 12 months  
<sup>5</sup> Patrons who have joined the Library and who have transacted within the past 3 years
## Loans

<table>
<thead>
<tr>
<th>Branch</th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
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<tbody>
<tr>
<td><strong>Greater Shepparton</strong></td>
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<tr>
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<td>32,065</td>
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<td>151,568</td>
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<td>201,157</td>
<td>202,447</td>
<td>208,094</td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Cobram</td>
<td>51,736</td>
<td>52,819</td>
<td>52,982</td>
<td>63,095</td>
<td>68,490</td>
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<tr>
<td>Euroa</td>
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<tr>
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<td>6,102</td>
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<td><strong>Total</strong></td>
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<td>449,893</td>
<td>455,956</td>
<td>466,232</td>
<td>480,423</td>
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![Graph showing loan data over time](image-url)
## Memberships

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<tr>
<th>Branch</th>
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<th>2014/15</th>
<th>2015/16</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
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<tbody>
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<td></td>
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</tr>
<tr>
<td>Mooroopna</td>
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<td>959</td>
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<tr>
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## Visits

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<th>2015/16</th>
<th>2016/17</th>
<th>2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Greater Shepparton</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mooroopna</td>
<td>28,187</td>
<td>27,644</td>
<td>24,627</td>
<td>25,836</td>
<td>25,487</td>
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</tr>
<tr>
<td>Cobram</td>
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<td>56,920</td>
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<td>8,731</td>
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<td>45,672</td>
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<td>134,424</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Euroa</td>
<td>48,111</td>
<td>50,740</td>
<td>52,770</td>
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<td>8,037</td>
<td>7,783</td>
</tr>
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<td><strong>Other</strong></td>
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<tr>
<td>Mobile Library</td>
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<td>5,722</td>
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</tr>
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<td>-</td>
<td>-</td>
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<td>350,957</td>
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</table>

![Graph showing visits by month from 2013-14 to 2017-18]
## Local Government Reporting Framework

### Indicator Utilisation

**Measure LB1. (19) Library Collection Usage**

<table>
<thead>
<tr>
<th>Branch</th>
<th>Greater Shepparton</th>
<th>Moira Shire</th>
<th>Strathbogie Shire</th>
<th>Total</th>
</tr>
</thead>
<tbody>
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<td>Number of Library Collection Item Loans</td>
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<td>Number of Library Collection Items</td>
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<td>Loans per collection item</td>
<td>3.28</td>
<td>3.07</td>
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<td>2.98</td>
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**Notes:**
Mobile Library and HQ collection items and loans allocated equally between Municipalities. Includes eBook items loans.

### Indicator Resource Standard

**Measure LB2. (20) Standard of Library Collection**

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<tr>
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<th>Greater Shepparton</th>
<th>Moira Shire</th>
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<th>Total</th>
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<tbody>
<tr>
<td>Number of Library Collection Items Purchased in the last 5 years</td>
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<td>Number of Library Collection Items</td>
<td>67,674</td>
<td>57,824</td>
<td>35,575</td>
<td>161,074</td>
</tr>
<tr>
<td>% of collection less than 5 years old</td>
<td>46.0%</td>
<td>48.2%</td>
<td>49.4%</td>
<td>47.5%</td>
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**Notes:**
Mobile Library and HQ collection items and loans allocated equally between Municipalities. Includes eBook items.

### Indicator Service Cost

**Measure LB3. (21) Cost of Library Service**

<table>
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<tr>
<th>Branch</th>
<th>Greater Shepparton</th>
<th>Moira Shire</th>
<th>Strathbogie Shire</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct cost to Council of Library Service</td>
<td>$1,153,386</td>
<td>$543,518</td>
<td>$186,298</td>
<td>$1,883,202</td>
</tr>
<tr>
<td>Number of Library visits</td>
<td>147,449</td>
<td>123,698</td>
<td>79,809</td>
<td>350,957</td>
</tr>
<tr>
<td>Cost per visit</td>
<td>$7.82</td>
<td>$4.39</td>
<td>$2.33</td>
<td>$5.37</td>
</tr>
</tbody>
</table>

**Notes:**
Mobile Library visits allocated equally between Municipalities.
Direct cost to Councils less share of capital and depreciation.
Costs are based on 2017/18 actual costs as at 13/7/2018.

### Indicator Participation

**Measure LB4. (22) Library Collection Usage**

<table>
<thead>
<tr>
<th>Branch</th>
<th>Greater Shepparton</th>
<th>Moira Shire</th>
<th>Strathbogie Shire</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of active Library Members</td>
<td>6,228</td>
<td>4,559</td>
<td>2,331</td>
<td>13,117</td>
</tr>
<tr>
<td>Municipal population</td>
<td>65,593</td>
<td>29,465</td>
<td>10,455</td>
<td>105,513</td>
</tr>
<tr>
<td>% Active members per capita</td>
<td>9.5%</td>
<td>15.5%</td>
<td>22.3%</td>
<td>12.4%</td>
</tr>
</tbody>
</table>

**Notes:**
Members who have borrowed or renewed 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.
Directory

1300 374 765
gvlibraries.com.au

Administration Support Centre
79 Benalla Rd, Shepparton

Cobram Library
14 Punt Rd, Cobram
Library Coordinator
Judy Taylor
Library Assistant
Marian Jones
Antonia Whitehead

Euroa Library
62 Binney St, Euroa
Library Coordinators
Justus Hagen
Cathy Artridge
Library Assistant
Barb Trainor

Mobile Library
79 Benalla Rd, Shepparton
Library Coordinators
Howard Hanna
David Williamson
Library Assistant
Andrew McDowell

Mooroopna Library
The Hub, 9-11 Morrell St, Mooroopna
Library Coordinators
Rhonda McKie
Michelle Nicholson
Library Assistant
Nicole Lorenz

Nagambie Library
352 High St, Nagambie
Library Coordinator
Catherine Langdon

Nathalia Library
75 Blake St, Nathalia
Library Coordinator
Donna Hicks

Numurkah Library
18 McCaskell St, Numurkah
Library Coordinator
Louise Bourchier
Library Assistant
Sue Flanner

Shepparton Library
41-43 Marungi St, Shepparton
Library Manager
Corrine Hills
Library Officer
Emma Beach
Children and Youth Services Librarian
Emma Kennedy
Community Engagement Coordinator
Jessica Anderson
Library Assistants
Joanne Davies
Melissa Black
Andre Smith

Tatura Library
12-16 Casey St, Tatura
Library Coordinators
Claire Flett
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