

## **AGENDA**

### **ORDINARY MEETING GOULBURN VALLEY REGIONAL LIBRARY CORPORATION**

To be held on Thursday 23 November 2023  
Commencing at 2pm  
Finish 4pm  
79 Benalla Road Shepparton  
or remote Via Zoom

#### **BOARD MEMBERS**

Ms Louise Mitchell, Greater Shepparton City Council (Chair)  
Cr Greg James, Greater Shepparton City Council  
Mr Ghulam Hussain, Greater Shepparton City Council  
Mr John Tanner AM, Moira Shire Council  
Mr Mathew Jarvis, Moira Shire Council  
Ms Jessica Bonaddio, Moira Shire Council  
Cr Paul Murray, Strathbogie Shire Council  
Ms Amanda Tingay, Strathbogie Shire Council  
Ms Kym Bailey, Strathbogie Shire Council

Chief Executive Officer – Felicity Macchion

#### ***Vision***

*Connected, empowered and inspire our communities.*

## **1. Acknowledgement**

“We acknowledge the traditional owners of the land where we now meet and pay respect to their elders past and present.”

## **2. Apologies**

Kym Bailey

## **3. Confirmation of Minutes**

### **Recommendation**

That the Draft Minutes of the Ordinary Board Meeting held on 21 September 2023, as circulated, be confirmed.

Moved: Cr Paul Murray

Seconded: Ghulam Hussain

Carried: YES

## 4. Business arising from the previous meeting Minutes

### Board Meeting Action List

A Board action list has been created to record actions arising from the previous meeting. In future meetings, this will be distributed with the draft minutes and updated in the Agenda.

CEO went through the action list –

No.1 – The CEO explained that the GV Libraries Mobile is currently in for more repairs, and the team will trial different models for the different stops over the coming months. Cr Murray asked what the problem with the Geelong mobile modelling was – The CEO replied that the review was not comprehensive enough and they were going to get more information.

No. 2 – Amanda and Felicity to follow up on the feedback on the Draft Reconciliation Action Plan and bring it to the next meeting.

No.3 – in agenda item 7

No.4 – Report sent to the Board with the breakdown of the two projects, Numurkah and Euroa financial reports - Closed

No. 5- Comics Plus will be included in our assets and depreciation - Closed

No.6 – in agenda item 13

No.7 – in agenda item 14

No.8 – Annual Report accepted and sent to the Minister. - Closed

### Recommendation

That the Business Arising/Actions from the previous meeting be noted

Moved: Cr Paul Murray

Seconded: Cr Greg James

Carried: Yes

## 5. Declaration under acts, regulations, codes or local laws & declaration of any interest or conflict of interest

### Meeting Declaration

Any declarations noted – NIL Declarations

## 6. Correspondence

### 6.1 Purpose

To report on correspondence directly to and from the Board and/or relevant to Board governance.

### 6.2 Correspondence Inwards - NIL

### 6.3 Correspondence Outwards

Date	To	Item
30/10/2023	The Hon Melissa Horne MP	GV Libraries – Adopted 22/23 Annual Operating Report

The CEO noted that the Annual Report was sent and accepted by the Ministers Office

#### Recommendation

That the Inwards and Outwards Correspondence be noted.

Moved: Cr Paul Murray

Seconded: Ghulam Hussain

Carried: Yes

## 7. Board Office Bearers

### 7.1 Office Bearers

Discussions were held regarding the vacancies. Mr John Tanner AM noted the importance of Councillors being in the Chair and Deputy Chair roles as it could be very difficult at times for an officer to be a chairperson of this particular committee. He said he would like to see the roles go to the Elected member positions of the Councillors. On behalf of Moira, Mr Tanner AM stated that he is in his role only now for a short period of time. He did suggest that there could be interest in this role from the person taking over his role on the GV Libraries Board, and they may be interested in taking on one of these positions, but he has not had that discussion yet.

Chair Louise Mitchell highlighted that combining the executive representative role with being chair did have its challenges and that they were evident in dealing with the recent Rainbow Story time event cancellation.

Mr John Tanner AM stated that currently, he is not in a position to take on one of the roles

Cr Paul Murray stated that currently, he is not in a position to take on one of the roles

Cr Greg James stated that currently, he is not in a position to take on one of the roles

The decision was made to hold the Chair and Deputy Chair positions over until the meeting of 22 February 2024. Louise Mitchell will continue as the chair until this time. Noting that the Councillors and Administrator consider these roles and be elected at the next meeting.

**Recommendation:**

To hold over the election of the Chair and Deputy Chair positions until the meeting of 22 February 2024 noting that the Councillors and Administrator consider these roles and be elected next meeting.

Moved: Mr John Tanner AM

Seconded: Cr Greg James

That the following members are nominated and elected to the current roles below for the next 12 months

**Chair Finance and Audit Committee**

Nomination: Matt Jarvis

Moved: Amanda Tingay

Seconded: Ghulam Hussain

Carried: Yes

**Deputy Chair Finance and Audit Committee**

Nomination: Amanda Tingay

Moved: Matt Jarvis

Seconded: Cr Greg James

Carried: Yes

## 8. CEO Performance Review

The CEO left the room for the Board to have a discussion regarding the CEO performance.

### **Recommendation**

The board endorse the CEO Performance Review from the CEO Chair, and Deputy Chair endorses the salary increase of 2% from 1 July 2023 and approves the CEO 2022/23 Performance Plan and KPI's. Supporting media training in addition to the AICD course and executive coaching was also agreed.

Moved: Cr. Paul Murray

Seconded: Jess Bonaddio

Carried: Yes

## 9. CEO Report

The CEO went through and highlighted sections in the report.

- Numurkah's refresh project is finished, and the community thoroughly enjoys the upgraded space.
- The relocation of Nagambie Library was successfully completed, and I commend the dedicated staff for their hard work over the three-day move. It was a fantastic team effort, and now, with the library situated conveniently opposite IGA, the community is thrilled to have it open again.
- The annual report, a substantial project this year, was internally designed, resulting in cost savings for the corporation. Thanks to the skills of our Programs Officer, it was executed excellently.
- Exciting guest speaker opportunities are consistently coming in, keeping me actively engaged in the community.
- Partnerships are flourishing. I met with the Barmah Forest Heritage and Education Centre, which led to installing a Visitor Information Point at the Nathalia Library. Additionally, discussions with the GRAIN Store (Art centre) for joint programming in Nathalia next year signify a promising partnership development.
- The Greater Shepparton Multicultural Team meeting was particularly exciting, as we explored program possibilities and potential future partnerships.
- Contact with Headspace has been established, contributing to the ongoing development of numerous partnerships.
- Strathbogie Teams are next on my list for the coming year.
- The Yarrowonga New Library project is progressing well, with a recent meeting involving the State Government funding team, and the site is showing signs of activity
- The Euroa Refresh will be conducted in stages, starting with security and electrical work next week, followed by painting over the Christmas period. Shelving and furniture are scheduled to arrive in the second week of December.
- On October 2nd, we hosted an All Staff meeting, providing a valuable opportunity for all team members to gather face-to-face. I took the chance to share my passions and discuss the future direction of our Library service. In the afternoon, we conducted Mental Health Training, which proved timely and essential. The chair acknowledged and commended the proactive approach to mental health training, emphasising the significance of staff well-being and potential occupational health and safety (OH&S) risks. The CEO's proactive stance in this area was particularly reassuring. The chair also noted the impact of the cancellation of Rainbow Story Time had on the staff. The CEO noted that they have an upcoming session with Rainbow Door counselling service to address the incident and support the staff involved.



**Questions:**

1. Cr James asked about the discussions regarding the Barmah Forest Heritage and Education Centre. The CEO responded that the focus is on revitalising the space and exploring collaborative opportunities. Given that the community often visits our library seeking information when the centre is closed, we have installed a Visitors Information Point (VIP) at the Nathalia library. This allows staff to engage with visitors and provide necessary information.
2. Cr Murray's query on Murchison Locker Promotion: Cr Murray raised a question about the promotion of the Murchison Locker. The CEO explained that we recently organised an author talk event there, attracting 20 participants. This event provided an opportunity to demonstrate the use of the locker. Currently, the locker is available alongside a mobile service once a week. There is a need for customer education on how to utilise the locker effectively, and efforts are underway to enhance promotion and awareness.

**Recommendation**

The Board notes the CEO report

Moved: Louise Mitchell

Seconded: Cr Greg James

Carried: Yes

## 10. Financial Report – 31 October 2023

### Background

This report provides financial information on all activities of the Goulburn Valley Libraries.

The Financial and Audit Committee is charged with monitoring the financial activity and reporting to the Board.

### Finance and Audit Committee

The Finance and Audit Committee met on 16 November 23 and reviewed the Financial Statements to 31 October 2023.

### Report to 31 October 2023

The statements show that Materials and services is under budget year-to-date (YTD) by \$95k – mainly in consultants and contractors

- E-resource capital purchases are already at 87% YTD (and we are only just over 33% of the way through the year). This includes an amount of 40k, which is prepaid upfront and will be utilised through the year, hence the higher-than-expected YTD expenditure.

- Grant income is under budget due to non-receipt of State Government Recurrent funding, typically received Sept/Oct not received yet – PLV are following up with the Government on behalf of all Public Libraries. – CEO was on a call with the other Corporations this week and we raise

- Other expenses are under budget by \$7k due to the 2022/2023 audit fees not yet being received and paid

- Deprecation expense is over budget by \$35k, mainly due to depreciation expense on e-Resources being higher than expected due to the upfront purchases of e-Resources mentioned above

- Work cover for one staff member has been ongoing. We have followed up on this amount, and we have recovered \$52,000 at this stage, which is great news.

- The CEO highlighted the new graphs on Page 2 of the agenda is a new addition and thanks to the GSCC Finance team.

### Questions

1. Matt Jarvis highlighted that in the last Finance and Audit committee meeting, the committee requested that the CEO incorporate a dedicated line on the GVRLC Financial Reporting page specifically for ebook purchases. This addition aims to provide a clear and easily accessible overview of the expenses incurred in this area. Additionally, the committee emphasised the need for the Yarrawonga fundraising amount of \$230,000 to have its own designated line for income and expenses on the GVRLC Financial Reporting page. The CEO will be following up with the GSCC to ensure this enhancement is implemented.

2. Cr James asked the CEO what is the graph of the overdue Sundry Debtors? The CEO explained that the graph shows that we have a debt of 5K for that month, and we do not have any outstanding debts. This graph indicates GV Libraries do not have any outstanding debts.

**Actions:**

- CEO to follow up with the GSCC finance team to include an ebook purchases line on the GVRLC Financial Reporting page.
- CEO to follow up with GSCC to include Yarrawonga's \$230,000 fundraising income and expense line on the GVRLC Financial Reporting page.

**Recommendation**

That the Board approve the 31 October 2023 Financial report

Moved: Cr Greg James

Seconded: Cr Paul Murray

Carried: Yes

## 11. Revised 23/24 Budget Forecasting

The CEO went through the below things to note:

1. State Government Operating grant income was reduced \$23,054 due to the uncertainty on grant funding levels
2. Additional Capital income has been included for the Numurkah and Euroa projects, totalling \$108,614 (\$46,596 for Euroa and \$63,018 for Numurkah)
3. Additional Operating income has been included for the Numurkah and Euroa projects totalling \$77,252 (\$37,257 for Euroa and \$39,995 for Numurkah)
  - a. Please note that will bring the total income for Numurkah in 2023/2024 to \$102,013 (\$8,426.50 was accrued last F/Y)
  - b. Please note that will bring the total income for Euroa in 2023/2024 to \$83,852.50 (\$7,997.50 was accrued last F/Y)
4. Additional Operating revenue for the Murchison and Avenel Kiosk totalling \$22,349 (this was still in unearned income as at 30/06/2023, so will need to be accrued as income)
5. Capital Expenditure has been added for Numurkah and Euroa, totalling \$146,304 (Numurkah \$89,708 and Euroa \$56,596)
6. Operating Expenditure for Numurkah and Euroa have been added totalling \$100,922 (Numurkah \$51,465 and Euroa \$49,457)
7. Depreciation expense was also revised and it was found that there was a miscalculation in the Adopted Budget depreciation expense for both Books and E-Resource assets. The miscalculation came as a result of the one off adjustment moving e-Resources out of books into its own assets class as at 30 June 2023, being applied over all future years. As a result, depreciation expense on books and e-Resources was understated by \$119,358.

## Questions

1. The chair highlighted the 22/23 overall surplus and noted a significant shift in the forecast review for 23/24, where the amount now stands at break-even. This change necessitates a deeper examination by the Finance and Audit Committee. Discussions centred on sustainability and considerations of the operational model income, exploring how to navigate these aspects in the future.
2. Matt Jarvis added insights, attributing a major influence on this trend to the depreciation expense. The board had implemented a policy altering the useful life of books from 12 years to 10 and ebooks down to 5 years. This policy change incurred a one-time charge, and despite initial projections indicating a depreciation below \$500,000 in the adopted budget, the actual figure in the revised forecast now stands at \$580,000. This depreciation cost will continue in future years, potentially resulting in a deficit budget moving forward. The challenge ahead is to identify strategies, both in terms of income and expenses, to bring the financials to a break-even or surplus position.
3. The chair noted that this is a real challenge and that this is a discussion that is mirrored across all our front-facing services in all of our councils, the sustainability of services and the rate capping constraints; this is a bigger trend in local government and not just in GV Libraries.
4. The CEO noted that advocacy for Public Library funding is now so important. State Government funding used to be 50/50 and is now as low as 20/80 it keeps getting lower and lower. There continues to be more reliance on Local Government funding.
5. Cr Murray – need to have a conversation about the new model and how we operate and explore it in more detail. Agree a limit to how much growth we can sustain. Thinking about the Murchison model and whether it is a successful model or not. CEO replied that this model is pick-up holds only, if it were a browsing shelf, it would be more accessible to the community.

### **Recommendation**

The Board approve the Revised 23/24 Budget Forecasting

Moved: Louise Mitchell

Seconded: Cr Paul Murray

Carried: Yes

## 12. Business Operations Report

CEO noted that this report will be taken as read

### Highlights are:

Stats showing our loans and visits. People are coming back to libraries and our events.

The Seniors Festival in October was celebrated across the region with 38 events and 18 digital literacy sessions. This was an amazing amount of programs and was very successful.

Throughout October, seniors were encouraged to enter our Miniature Masterpieces on the Mobile, an art competition for those over 60. Participants were given a card 11cm by 6cm on which to create their masterpiece. 72 entries were received over the 5 categories. The entries were then exhibited on the Mobile Library, where viewers could vote for their favourite artwork in the People's Choice Award. The artworks were judged by local artist Mimi Leung, and an award presentation was held at the Toolamba Recreation Reserve Hall on the 30<sup>th</sup> of October. The event was fantastic, and it was great to see the excitement on the participant's faces when they received a certificate; some of them had never done anything like this before.

### Questions

The Chair commended on the interesting and diverse range of activities.

1. Amanda Tingay – asked about the current vacancies. CEO replied that the Membership retention Assistant was work done by casual staff – we are looking at our branches doing their own membership retention, which is calling the customer before their card expires.  
Courier driver – about to advertise  
Technical Services Officer – about to advertise 6 hours per week

### Recommendation

The note the Business Operations Report

Moved: Ghulam Hussain

Seconded: Cr Greg James

Carried: Yes

## 13. New Governance Model - Update

### Background - Update

CEO attended a meeting with the State Government and all Library Corporations to get an update on where everyone is up to in this process. There were also learnings presented along the way.

The next step for the CEO is to seek legal advice and a plan for the way forward.

The chair noted that getting advice from the officers who were involved with SAM (Shepparton Art Museum) and what legal teams they may have used and their process. The chair also noted that some time ago, a subcommittee was formed for the future governance model, which was essentially through the Finance and Audit Committee. Everyone was happy for this to continue to be worked through by the Finance and Audit Committee.

The chair asked Mr Tanner AM about the council meeting that was held last night and the outcome. Mr Tanner said the Moira Council supports on principle progressing to the next stages of the proceedings.

### Council meeting dates and updates.

<b>Councils Briefing and Council meeting</b>	<b>Timing</b>
Full Library Board – Adopted Recommendations	21 September 23
<b>Greater Shepparton City Council</b>	
Executive Leadership Team	27 September 23
Council Briefing	3 October 23
Ordinary Council Meeting – Adopted Recommendations	17 October 23
<b>Moira Shire</b>	
Executive Leadership Team	17 October 23
Council Briefing	8 Nov 2023
Council Meeting – Adopted the Recommendations	22 November 23
<b>Strathbogie Shire</b>	
Executive Leadership Team	18 October 23
Council Briefing	31 October 23
Council Meeting	12 December 23

### Recommendation

The Board accepts the new future governance update

Moved: Cr Paul Murray

Seconded: Cr Greg James

Carried: Yes

## 14. Open Library Report

This report is coming back to the Board with added risk assessment and costings. Risk assessment is for Euroa, Numurkah and Tatura.

Risk assessment –

The chair emphasised the need to update the risk register concerning rough sleepers and risks associated with the Shepparton Library once it goes live.

GV Libraries is set to launch a trial of the open library concept at Tatura and Numurkah Libraries, spanning from December 2023 to February 2024. During the initial two weeks of December, staff will conduct system tests by entering the buildings at various times when the branches are closed. The trial will operate from 8 am to 8 pm, seven days a week, with active promotion starting in February 2024. Regular customers will be inducted over the Christmas holidays.

In response to questions:

1. Matt Jarvis inquired about costings and the impact on the budget. The CEO clarified that this year would be cost-neutral, and considerations would be made for the next year's budget.
2. Jessica Bonaddio questioned insurance coverage, and the CEO confirmed that liability insurance and 24-hour contents insurance were in place.
3. The chair noted that member councils, as asset owners, see trialling at Tatura as appropriate, and decisions for Shepparton will be guided by the success in Tatura. GSCC is considering inclusion in the capital spending for the next year's budget.
4. Amanda Tingay asked about consultations with Euroa Friends of the Library, and the CEO confirmed two supportive meetings. Funding for the Euroa Library's open library concept is part of the refresh project, requiring no extra funds.
5. The CEO suggested Nathalia, Cobram, Yarrawonga, Mooroopna, Violet Town, and Avenel as good options for the open library concept.
6. Cr Murray inquired about program reviews at other library services. The CEO mentioned ongoing success at Richmond and North Fitzroy Library, with continuous reviews and member surveys.
7. The chair suggested checking if PLV has written about it or if it is in the Council's annual reports.
8. Cr Murray questioned how the value of the trial would be assessed. The CEO outlined evaluation criteria, including membership numbers, building access at various hours, ease of access, customer satisfaction surveys, and security call-outs.

9. Jess Bonaddio raised concerns about the lack of a student population in Yarrawonga, and that there may be less use of the Open Library concept. The CEO listed potential users such as mothers' groups, seniors' groups, book clubs, and community education initiatives that could use the library outside of hours.

**Recommendation**

That board notes the Open Library Report and the dates of the trials noted.

Moved: Louise Mitchell

Seconded: Cr Paul Murray

Carried: Yes



## 10. Review of Policies

### Background

The Board Code of Conduct and the Community Engagement Policy have been reviewed by the Finance and Audit Committee dated 16 November 2023. It was recommended by the committee that they come to the board for final adoption. The Board Code of Conduct is attached to the agenda email; the Community Engagement Policy will be sent early next week.

- **Board Code of Conduct**
- **Community Engagement Policy – consistent with IAP2 framework**

The chair took the policies as read and asked for any comments. No comments were received.

#### Recommendation

The Board approve the reviewed Board Code of Conduct and the Community Engagement Policy.

Moved: Cr Paul Murray

Seconded: Cr Greg James

CARRIED: Yes

## 11. Board Meeting Planner 2024 – ( work in progress)

Date	Meeting	Agenda Items
15 February 2024	Finance & Audit Committee	Draft Budget, Policy register
22 February 2024	Board	Draft Budget
11 April 2024	Finance & Audit Committee	Policy updates
18 April 2024	Board	Approve Budget for public review
13 June 2024	Finance & Audit Committee	Review Risk register Review delegations
20 June 2024	Board	Approve Budget Review Risk Register
22 August	EMAIL – Board	Draft Annual Report for feedback
	CEO Performance Review	
12 September 2024	Finance & Audit Committee	End of year financial report
19 September 2024	Board	Annual report adoption
14 November 2024	Finance & Audit Committee	Review of Procurement Policy
21 November 2024	Board	Confirmation of chair, deputy, committees Review Code of Conduct

Finance and Audit Committee meetings will be held at least one week prior to a general Board meeting and scheduled to meet participant's availability.

Adding CEO performance review to be added

Further feedback from the Board on the schedule is welcome.

## **12. Information Items - NIL**

## **13. Motions on Notice - NIL**

Any motions received at least 7 days prior to the meeting, accepted by the Chair and circularised to all board members.

## **14. Other Business**

Any business not listed on the Agenda but raised at the meeting and accepted by the Chair for discussion.

Rainbow Story Time event – The Chair acknowledged the difficult three weeks the staff endured with unpleasant community feedback and protest.

Discussion around risk appetite of the board. Chair interested in how we performed and asked for feedback from the board is welcome.

The Finance and Audit Committee is meeting next week to debrief on the incident.

There was a discussion about the event.

Jessica – Stated that these events have been getting more targeted was this considered? The CEO replied that it was to a certain extent, but because we had not had any issues in the previous four years until we had the negative response we then realised that it would be different. We will definitely take this into consideration in our learnings.

Cr Murray, was satisfied with the emails and the communication. Noting the learnings coming from both the CEO and the chair, he will be interested in how we can or can not do things differently in the future.

Cr James thought the situation was handled really well and congratulated the staff. Operating with the unknown. We can learn from what happened and move forward from there. Congratulations to the CEO on how you handled the situation.

John Tanner AM – other business of Minister Horne visiting the Yarrawonga Library site on 7 December – Felicity will join us for that.

Christmas Lunch – The CEO will organise and send out invitations.

## **15. Next Meeting**

The next ordinary meeting of the Board will be held on 22 February 2024, commencing at 2 pm.

Meeting closed at 3.45 pm

Felicity Macchion  
Chief Executive Officer