



# YOUR LIBRARY

## ANNUAL REPORT 2023-24



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Your Library Limited acknowledges the Aboriginal Traditional Owners of Country throughout our region, and pays respect to their cultures and Elders past, present and emerging.



Yerrin Biik mural at  
Mooroolbark Library,  
designed by Aunty Kim  
Wandin and Chris Joy and  
painted by Jimmy Dvate



# **PART 1** YEAR IN REVIEW

# AT A GLANCE



All staff  
training day

**JULY  
2023**



World of Origami

**AUGUST  
2023**



The Energy and  
Water Saver  
kit project is  
shortlisted for the  
2023 Premier's  
Sustainability  
Awards

**OCTOBER  
2023**



Croydon Library  
turns 50!

**OCTOBER  
2023**

New events  
system features  
implemented

**DECEMBER  
2023**



Three words spring to mind when I reflect on the past year – transition, teamwork and passion. I am in awe of the directors and senior staff who calmly negotiated the seemingly never-ending issues, regulations and paperwork as we transitioned to Your Library Limited. Great teamwork, respect and goodwill helped us reach better compromises, understanding and solutions. Your Library is stronger and more united as a result.

Passion runs deep throughout the organisation. Through tough times, I saw enthusiasm, commitment and smiles. I thank and commend all front-line staff for their skill and dedication.

My time on the Board ends shortly, but it's been a wonderful experience.

Andrew Fullagar





Flexi Literacy  
Service begins

**JANUARY  
2024**



Knox Ngarrgoo  
opens to massive  
public response

**MARCH  
2024**



5 million  
loans on Libby

**APRIL  
2024**



Vale Joseph Cullen

**MAY  
2024**



Inaugural  
performance of  
the Kaleidoscope  
Choir at Millers  
Homestead

**MAY  
2024**



Warm Winter Read  
launched

**JUNE  
2024**

# REFLECTIONS



## Message from the Chair

Cr Jim Child

On behalf of the *Your Library* Board, I would like to express our deep sorrow at the recent passing of our much-loved CEO, Joseph Cullen. All of the activities, achievements and milestones described in this year's annual report carry his hallmark. Joseph's dedication to the library service, the staff and its members was enormous. He will be greatly missed.

Joseph's professionalism and expertise, and that of all our wonderful staff, are reflected in recent metrics that show how *Your Library* compares to other similar organisations.

With 14 branches serving 438,000 people, *Your Library* is the largest library service in Victoria and the fifth largest nationally. Almost 80% of our collection is less than 5 years old, and each item is borrowed, on average, 7.3 times per year, compared with an average of 6.6 times for the other metropolitan regional library corporations. We are also the most cost-efficient service in the state, spending an average of \$4.20 per item and \$33.20 per capita, compared with \$5.91 and \$38.02, respectively, for all metropolitan library services.

*Your Library* also stands out on a national scale. Compared with the Australian average, we offer our members 23% longer opening hours, 45% more collection items per person and 42% more public internet workstations per person. In-person and online visits and borrowing rates are also well above average (our members are great readers!) and 96% of library users surveyed reported our service as 'good' or 'very good'.

The *Your Library* Board is extremely proud of all the people who work so hard to deliver these essential services. I want to acknowledge our staff, who work closely with the communities they serve, moulding and shaping the library experience at the local level. I also want to recognise our volunteers, who expand our capacity to provide resources and opportunities. They bring their willing commitment to our organisational

values and make a positive difference to the lives of those they work with through the Home Library Service and the varied forms of our literacy program.

*Your Library* also achieved a less visible, but no less important, milestone in 2023-24. Your Library Limited became one of the first regional library corporations in Victoria to transition to a new structure under the new *Local Government Act 2020* and began operating as a not-for-profit company limited by guarantee, on 1 July 2023. A lot of hard work, careful consideration and planning by the *Your Library* Board and management team led to a smooth transition.

Our new structure as a not-for-profit company and a registered charity has a number of benefits:

- a well-established legal structure and governance framework
- lower risk to Councils, who are now members of the company
- retention of our income tax and payroll tax exemption
- access to a fringe benefits tax rebate of 47%
- retention of our deductible gift recipient status
- greater opportunities for grants and philanthropic funding.

The Board has undertaken a tremendous amount of work to conduct a comprehensive review and update of the company's policies and governing documents, ensuring full alignment with the new corporate structure under the *Corporations Act 2001* and ACNC regulations.

Our members may not notice anything different in our service as a result of this change, and that is how it should be. We will continue to provide a wonderful library service, as we have always done. This process was vital to secure the future of *Your Library* and, on behalf of the Board, I thank everyone who worked on it for their perseverance and diligence.

Of course, Joseph Cullen was the main driver of this change. The previous Chair, Marcia Timmers-Leitch, will always remember the day *Your Library's* charity status was confirmed, saying 'You couldn't wipe the smile off his face.' Joseph's contribution to this transition was enormous. We mourn his loss, but we are so very grateful for this very important legacy.



## Message from the Acting Chief Executive Premal Niranja

**T**his year has brought about transformative changes that have redefined the landscape of *Your Library*. On July 1, 2023, we reached a significant milestone by transitioning to our new structure as *Your Library Limited*, a not-for-profit company and a registered charity.

As one of the first Victorian library corporations to do so under the new *Local Government Act 2020*, this change reflects our commitment to evolving with the times as a leading library service while continuing to serve our community with enhanced focus and agility.

For our members, the most exciting development this year has been the opening of Knox Ngarrgoo, our vibrant new library branch in Westfield Knox. Opened on one of Melbourne's warmest weekends, the branch has consistently been a hub of activity. Drawing thousands of visitors daily, Knox Ngarrgoo has quickly become a cherished community space, attracting a significant number of new and returning members and surpassing our expectations.

As highlighted in the Chair's message, our members are borrowing items at an impressive rate, with our digital loans per capita ranking eighth among all library services in Australia. To meet this growing demand, we have consistently invested in expanding our digital resources, enhancing digital literacy and improving access to technology across our communities.

With the rapid expansion of digital services comes the responsibility to navigate the challenges of the modern digitally connected world. Ensuring the privacy and security of our members' data remains a top priority for *Your Library* as we continue to embrace and innovate in the digital space.

In July 2023, we engaged the Koori Heritage Trust to enhance our Aboriginal cultural competencies. Our aim is to build on our learnings and extend this knowledge to our members and the wider community. As a meaningful small step towards appreciating the

vibrant, living cultural heritage of Aboriginal Victoria, we are deeply thankful to the Wurundjeri Woi-wurrung Cultural Heritage Corporation for allowing us to name our new library 'Ngarrgoo', a Woi-wurrung word that means 'knowledge'.

Mooroolbark Library has also been transformed by the Yerrin Biik mural ('bush country' in Woi-Wurrung), which was designed and painted by local First Nations artists. As well as featuring local indigenous flora and fauna, the artwork honours William Barak – a First Nations leader, educator, diplomat and artist, and one of the most important figures in Victoria's history.

As one of the leading library services in Victoria, we take pride in the high-quality and efficient public library services we provide to our communities, in collaboration with our Member Councils. I would like to extend our heartfelt thanks to our dedicated library staff, volunteers, the *Your Library* Board, Member Councils and our members for their continued support.

Sadly, the most significant change this year has been the loss of our beloved CEO, Joseph Cullen, whose sudden passing on Sunday 12 May 2024, was a profound shock to us all. We are still coming to terms with this tremendous loss, which has deeply affected Joseph's family, friends, colleagues and the broader library community.

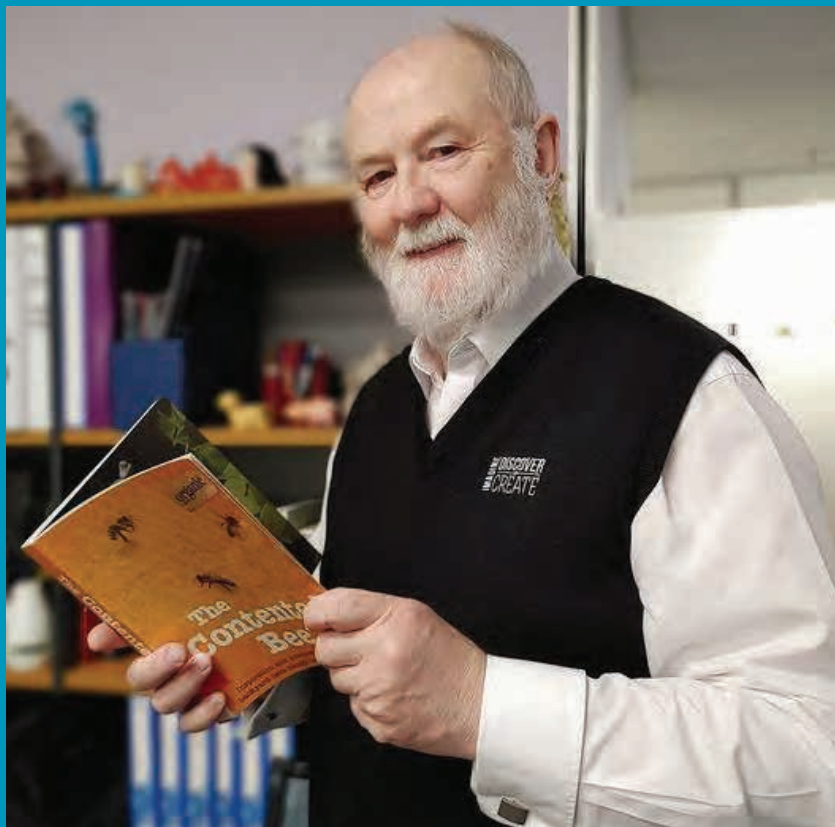
The impact Joseph had on *Your Library* since becoming CEO in 2005 cannot be overstated. One former colleague recalls that the library management team were very concerned when they realised that their new CEO was not a librarian, but an accountant. However, as she says, 'We soon saw that Joseph believed in the magic of stories, the wisdom of learning and the needs of literacy.'

The online condolence book quickly flooded with messages describing Joseph as a caring and thoughtful leader whose passion and intellect transformed the library service. Many *Your Library* members also wrote to express their thanks for Joseph's contribution to the libraries that mean so much to them. One family said:

*We didn't have the privilege of knowing Joseph Cullen. However, we do know our local library inside out. It is a place of shared joy for our family. It has encouraged a love of reading in our children and rekindled it for us as adults.*

I can't think of a more fitting tribute for a man who believed in the magic of stories.





# Remembering JOSEPH CULLEN

**W**e were deeply saddened and shocked when our Chief Executive Officer, Joseph Cullen, passed away suddenly on Sunday 12 May 2024.

As head of *Your Library* (formerly Eastern Regional Libraries) for nearly 20 years, Joseph demonstrated sector-leading innovation, focusing on making library services accessible for all and using technology to move libraries into a modern technology-based era.

His achievements include managing the transition from Eastern Regional Libraries Corporation to *Your Library* Limited. He led the library service with courage and commitment through the COVID lockdowns, implementing both Click and Collect and postal delivery services to ensure community members could still access library resources.

Joseph also oversaw the planning and development of new library services at Realm in Ringwood, Lilydale and Belgrave in Yarra Ranges, and Bayswater and Knox in the City of Knox. He championed access-for-all initiatives, including the introduction of programming to cater for the needs of the most vulnerable members of

our communities, and launching the Flexi library service in the Yarra Ranges. Joseph represented the region as a past president and executive team member of Public Libraries Victoria.

*Your Library* Board Chair, Cr Jim Child, says Joseph's contribution to *Your Library* and the community it supports was immeasurable. 'Joseph was not only an extremely competent CEO, he was also a kind gentleman who took a genuine interest in everyone he met. His competence, dedication, guidance and leadership achieved remarkable milestones for library services across the outer-east metropolitan area and his commitment to excellence will always be remembered.'

Cr Kylie Spears, Mayor of Maroondah and *Your Library* Board member, says Joseph will be greatly missed by all who had the pleasure of knowing him. 'Beyond his professional accomplishments, he will be remembered for his kindness, compassion and approachability, which made him not only a respected CEO, but also a friend and mentor to many.'



# GOVERNANCE

## Your Library Limited

Your Library Limited is a co-operative venture of three outer eastern metropolitan councils – Knox, Maroondah and Yarra Ranges – serving approximately 435,000 residents. Together, the three municipalities cover a large geographic area in the outer metropolitan area of Melbourne, on the land of the Wurundjeri people of the Kulin Nation.

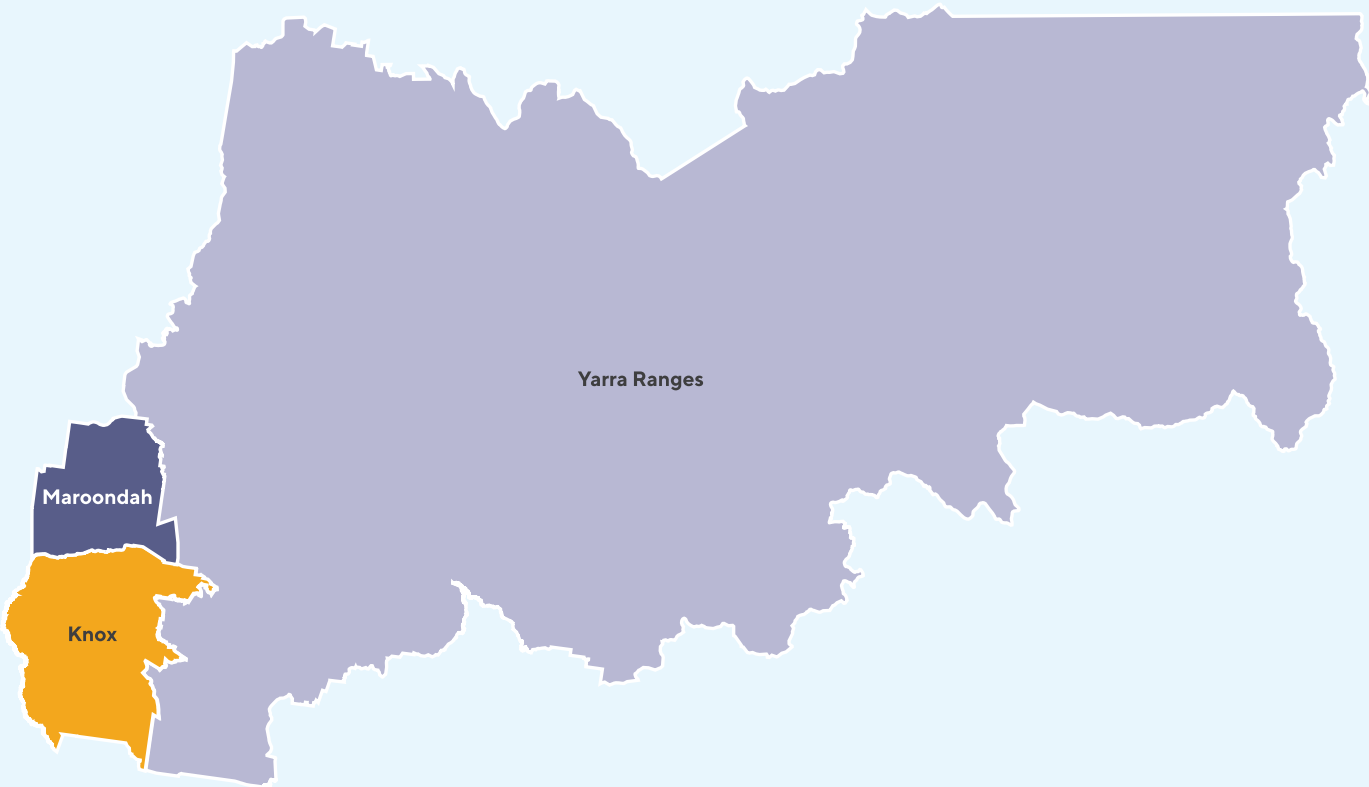
Municipality	Population	Area (km <sup>2</sup> )
Knox	161,766	114
Maroondah	117,434	61
Yarra Ranges	158,694	2,468
<b>Total</b>	<b>437,894</b>	<b>2,643</b>

The founding member councils first established the Eastern Regional Libraries Corporation in 1996 by an agreement made under section 196 of the *Local Government Act 1989* (Vic).

On 1 July 2023, Your Library Limited assumed responsibility for the provision of library services previously provided by Eastern Regional Libraries Corporation. The transition was pursuant to the *Local Government Act 2020* (Vic) requiring all library corporations to be wound up within 10 years from 1 July 2021.

Your Library Limited is a not-for-profit company limited by guarantee and is registered as a charity with the Australian Charities and Not-for-profits Commission. The Board governs the company in accordance with the relevant provisions of the *Corporations Act 2001*, ACNC governance standards, the Your Library Constitution and other adopted policies and procedures.

The day-to-day management of the corporation is the responsibility of the Chief Executive, supported by the executive management team.



# Your Library Board

The *Your Library* Board consists of two councillors from each of the member councils, appointed as directors of the company.

The role of the directors is to provide leadership for the good governance of the company. In a rapidly changing environment, the *Your Library* Board is flexible and responsive to meet current needs and to prepare our company to face future challenges.

The responsibilities of the *Your Library* Board include:

- **Policy development:** Establishing policies that govern the library’s operations, including usage policies, collection development and community engagement.
- **Budget oversight:** Overseeing the library’s budget and ensuring financial stability. This includes approving budgets, monitoring expenditures and sometimes participating in fundraising activities.
- **Strategic planning:** Setting long-term goals and strategies for the library, ensuring it meets the evolving needs of the community. This can involve assessing community needs, technology trends and library services.
- **Advocacy and public relations:** Advocating for the library in the community and to government. Board members may work to raise the library’s profile, secure funding and build partnerships with other organisations.
- **Evaluation and accountability:** Assessing the performance of the library. This involves ensuring that the library meets legal requirements, like those in the *Corporations Act 2001*, and other standards.
- **Appointment and evaluation of the Chief Executive:** Hiring and evaluating the performance of the Chief Executive, who is responsible for the day-to-day operations of the library.
- **Compliance with legal and ethical standards:** Ensuring that the library operates in compliance with relevant laws, regulations and ethical guidelines.

## Board members

The *Your Library* Board is made up of two councillors from each of the member councils, appointed as directors of the company.



Cr Susan Laukens  
Knox City Council



Cr Nicole Seymour  
Knox City Council



Cr Linda Hancock  
(Deputy Chair)  
Maroondah City Council



Cr Kylie Spears  
Maroondah City Council



Mayor Cr Jim Child  
(Chair)  
Yarra Ranges Council



Cr Andrew Fullagar  
Yarra Ranges Council

Council	Board membership changes in 2023-24
Knox	• Cr Marcia Timmers-Leitch resigned • Cr Nicole Seymour appointed
Maroondah	None
Yarra Ranges	None



## Cr Marcia Timmers-Leitch

The *Your Library* Board would like to thank Cr Marcia Timmers-Leitch for her significant contributions to the Board of Eastern Regional Libraries and Your Library Limited from 2020 to 2023.

During her time on the Board, Cr Timmers-Leitch served as Board Chair from February 2023 to November 2023 and as a member of the Audit Risk Advisory Committee. She was instrumental in refining internal processes, improving governance and facilitating the transition from Eastern Regional Libraries Corporation to Your Library Limited.

## Board meetings

The Board met seven times during 2023-24 and, with the assistance of its corporate management team, met all its statutory deadlines.

Councillor	Board meetings	
	Held	Attended
Cr Laukens	7	7
Cr Seymour	5	4
Cr Timmers-Leitch	2	2
Cr Hancock	7	5
Cr Spears	7	5
Cr Child	7	6
Cr Fullagar	7	6

## Board meetings:

- August 2023
- October 2023
- April 2024
- June 2024

## Special meetings:

- February 2024
- March 2024
- May 2024

## Board achievements

The Board has achieved the following:

Measure	Achievements
Reports	Adopted/reviewed: <ul style="list-style-type: none"> <li>• Annual Financial Report 2022-23</li> <li>• Annual Report 2022-23</li> <li>• Budget 2024-25</li> </ul>
Policies and strategies	Reviewed and endorsed the following policies: <ul style="list-style-type: none"> <li>• Child Safe Policy, Child Safe Code of Conduct, Child Safe Reportable Conduct Scheme Guidelines and Child Safe Standards</li> <li>• Membership Access and Use Policy</li> <li>• Extended Hours Access Policy</li> <li>• Abandoned or Unattended Children Policy</li> <li>• Risk Management Policy and Framework</li> <li>• Business Continuity Plan</li> <li>• Business Continuity Communications Plan</li> <li>• Investment Policy</li> <li>• Procurement Policy</li> <li>• Code of Conduct – Library Users</li> <li>• Deed of Delegation: CEO.</li> </ul>
Board actions	<ul style="list-style-type: none"> <li>• Transitioned to Your Library Limited</li> <li>• Adopted the Audit &amp; Risk Advisory Committee Charter</li> <li>• Instructed the voluntary liquidation of the Eastern Regional Libraries Corporation after the transition to Your Library Ltd</li> <li>• Board planner/calendar adopted</li> <li>• Appointed Acting Chief Executive</li> <li>• Appointed Company Secretary.</li> </ul>



## Statutory compliance

This section provides details of Your Library Limited's compliance with its statutory and fiduciary requirements and responsibilities.

### Status and risk summary

Commentary is provided with traffic lights to show compliance and risks.

#### Traffic light key

Compliance	Risk
<ul style="list-style-type: none"> <li>Complies</li> </ul>	<ul style="list-style-type: none"> <li>Low</li> </ul>
<ul style="list-style-type: none"> <li>The issue has an unresolved matter but action is being taken to resolve this</li> </ul>	<ul style="list-style-type: none"> <li>Medium</li> </ul>
<ul style="list-style-type: none"> <li>Issue requires remedial action</li> </ul>	<ul style="list-style-type: none"> <li>High</li> </ul>

Legislation	Status	Compliance	Risk
<i>Privacy Act 1988 (Cth)</i>	<i>Your Library</i> did not receive any privacy requests for the year to date.	●	●
<i>Gender Equality Act 2022 (Vic)</i> * * This Act does not apply to YLL.	<i>Your Library</i> will still pursue the objectives of the Act, although we do not have to report formally on our outcomes to the Victorian Government. We will report on our actions and outcomes on gender equality through our quarterly reports and annual report to the Board.	●	●
<i>Health Records Act 2001 (Vic)</i>	<i>Your Library</i> did not receive any health records requests for the year to date.	●	●
<i>Protected Disclosure Act 2012</i>	<i>Your Library</i> has not received any disclosures directly nor has it received any referrals from the Ombudsman or the Independent Broad-based Anti-corruption Commission for the year to date.	●	●
<i>Child Wellbeing and Safety Act 2005</i>	<i>Your Library</i> has not had to respond to, or report, any allegations of child abuse in the year to date.	●	●
<i>Charter of Human Rights and Responsibilities Act 2006</i>	No complaints received in the year to date.	●	●
<i>Workplace Injury Rehabilitation and Compensation Act 2013</i>	Three WorkCover claims.	●	●
<i>Equal Opportunity Act 2010</i>	No complaints received in the year to date.	●	●
<i>ACNC Act 2012</i>	Company registered as a charity. First report is due 31 December 2024.	●	●
<i>Corporations Act 2001</i>	Company registered and Directors appointed. First accounts are due 30 June 2024.	●	●
<i>Audit Act 1994 (Vic)</i>	Working with HLB Mann Judd and VAGO Auditor (RSM).	●	●



## About *Your Library*

### The role of libraries

Libraries are more than books. They contribute to social cohesion and connections within our communities. *Your Library* has a huge front door, both physically and virtually. We provide valuable services to the wide range of our community members, at all ages and stages of their life. From storytime for babies and their caregivers to homework clubs for teenagers, job search services for adults, and delivery services to people in aged care, we cater to everyone.

#### Our vision

Literacy and access for all – no one left behind!

#### Our mission

To provide something indispensable or enriching every day – for free – to everyone in the community.

#### Our partners

*Your Library* achieves our vision, mission and key directions by working in partnership with our Member Councils, other levels of government, businesses, educators, charities, neighbourhood houses, learning centres and other not-for-profit organisations to progress our shared interest in achieving a better future for our communities.

Collaborations and partnerships are important enablers. They are a means to an end, not an end in themselves.

#### Our values

Our plans, decisions and actions are informed and guided by our values.

**Fairness and equity:** We are committed to advancing fairness and equity for all.

**Social responsibility:** We contribute to our community and demonstrate corporate and social responsibility.

**Diversity and inclusion:** We respect and celebrate the diversity of our communities. Acceptance and inclusion are at the core of what we do.

**Sustainability:** We build the four pillars of sustainability into everything we do.

**Agility and innovation:** We are agile and responsive to changing community needs. We provide opportunities for people to be innovative through our services, spaces and collections.

## Library Plan 2021–2025

The *Library Plan 2021–2025* is the key component in *Your Library's* strategic planning framework. It outlines the seven key directions that the library undertakes each year and determines the aims and objectives of every aspect of the library service. The key directions relate to the United Nations Sustainable Development Goals.

- **Key Direction 1:** Literacy for all, reading for pleasure
- **Key Direction 2:** Connecting people to knowledge and each other
- **Key Direction 3:** Creative learning – a rehearsal for life
- **Key Direction 4:** All for one and one for all, working with our partners
- **Key Direction 5:** Practice sustainability and protect our environment
- **Key Direction 6:** Measure the impact and continually improve
- **Key Direction 7:** Recruiting and retaining highly motivated staff

## Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) are at the core of the United Nations 2030 Agenda for Sustainable Development. They are an urgent call for action to end poverty, improve health and education, reduce inequality and foster economic growth. They also highlight the importance of addressing climate change and protecting the environment.

*Your Library* uses the SDGs to guide the planning of our services, programs, collections, collaborations and partnerships. We address each goal directly and practically through our actions and also provide our users with the information and resources they need to act themselves.





## Highlights

We continued to deliver resources, programs and services that support our key strategic directions.

Key Direction 1	Key Direction 2	Key Direction 3	Key Direction 4
<b>Literacy for all, reading for pleasure</b>	<b>Connecting people to knowledge and each other</b>	<b>Creative learning – a rehearsal for life</b>	<b>All for one and one for all, working with our partners</b>
<ul style="list-style-type: none"> <li>• <i>Your Library</i> is the first single library service in Australia to reach 5 million Libby loans of digital material</li> <li>• We provide engaging and innovative programs for young readers and writers</li> </ul>	<ul style="list-style-type: none"> <li>• Carer's Cuppa meetings at Croydon Library connect</li> <li>• Expanding program of Author talks</li> </ul>	<ul style="list-style-type: none"> <li>• Technology Support program</li> </ul>	<ul style="list-style-type: none"> <li>• New library murals with the Mooroolbark Trader's Association</li> <li>• New Knox Ngarrgoo library at Westfield Knox</li> </ul>
Key Direction 5	Key Direction 6	Key Direction 7	
<b>Practice sustainability and protect our environment</b>	<b>Measure the impact and continually improve</b>	<b>Recruiting and retaining highly motivated staff</b>	
<ul style="list-style-type: none"> <li>• Energy and Water Saver kits – update</li> <li>• Secret Garden at Knox Ngarrgoo library</li> </ul>	<ul style="list-style-type: none"> <li>• Loans, visits, memberships and attendance continue to grow</li> </ul>	<ul style="list-style-type: none"> <li>• All-staff training day</li> <li>• Tech Support Officers Cuppa Classes</li> <li>• Your Library's Reader Development module</li> </ul>	



# CONNECTING WITH OUR COMMUNITY

## Knox Ngarrgoo – the new Knox library

Knox Ngarrgoo is the new library in the City of Knox. Ngarrgoo means 'knowledge' in Woi-wurrung, the traditional language of the Kulin Nation. We are grateful to have permission from the Wurundjeri Woi-wurrung Cultural Heritage Corporation to use this word.

The temporary location, Knox Express, closed its doors in February, after serving the local community for two years. Knox Ngarrgoo, located within the refurbished Westfield Knox, opened with a bang on Friday 8 March 2024, which coincided with the unexpected 'March heatwave'. This heralded the start of three crazy days – over 8,000 people visited the library to borrow, to work, to wander around and look at the new library space, or perhaps just to escape the heat. Knox Ngarrgoo's prominent position and clear signage in the shopping

centre certainly generated interest, with many visitors commenting that they had been waiting 'so long' for the library to open.

More than 400 people joined, or rejoined, the library – many ancient library cards, some even sporting old versions of the ERL logo, were retrieved from wallets. It was immediately clear that our plan to hold storytime in the children's area had to be revisited, as the first session, which began just an hour after the doors opened, was already too big for the space. Knox Ngarrgoo's community room has been home to storytime ever since. Attendance peaked at over 120, but has since settled to around 80 adults and children per session.

The stored collection has not lost its relevance after two years out of circulation and borrowing has been strong. Three hundred newly purchased items were quickly borrowed on Opening Day. Knox Ngarrgoo has reclaimed its place as the second-busiest library for loans across the network (after Croydon Library). Many teenagers and young people are visiting the new library, enjoying the many study spaces, and attending programs run by the City of Knox's Youth Team, our co-tenants, in the Youth Hive.

Knox Ngarrgoo contains many pleasant spaces to read or study, but the most unusual is the 'secret garden' – an indoor plant room that opens to the shopping centre. Suitable for work or relaxation, the garden has become a favourite destination for many.

Across its first full three months of operation, Knox Ngarrgoo has seen a 90% increase in loans, a 350% increase in visits and a 415% in new memberships, compared with the same period last year at Knox Express.



## 5 million loans on Libby

Back in 2011, Eastern Regional Library Corporation began lending eBooks with digital distributor Overdrive. Overdrive was one of the first suppliers of digital content to public libraries – better known to our members as 'Libby' – and *Your Library* was one of the first to take up their offer in Australia.

Our first Libby loan was *Charlie and the Great Glass Elevator*, borrowed on 15 June 2011. Since then, our digital collection has grown to over 190,000 items and *Your Library* members have read, or listened to:

- 3,528,017 eBooks
- 1,058,005 eAudiobooks
- 424,297 eMagazines

*Your Library* was the first single library in Australia to reach 5 million Libby loans. This milestone was reached on 22 March 2024, when a *Your Library* member borrowed a copy of *The Australian Women's Weekly*.

Growth in borrowing from the digital collection is averaging 7% each year. Apart from the convenience of not having to return items or worry about overdue, Libby has a following with people who want to read titles that are no longer available in print. For one borrower, this was a life-enhancing experience:

*A couple of weeks ago we had to put our dog down, ... I also wanted to write to say a huge thank you for your good selection on Libby for audiobooks. Since the event of my dog I have been really struggling mentally, but someone recommended I watch 'Yes Minister / Yes Prime Minister', and I found Libby has an audiobook of it. It has been helping me mentally – I've even had some good chuckles from it!! I don't think I would be able to smile again if it wasn't for you. You are the best library ever!!! SupportPal*



### 2023 Premier's Sustainability Awards



Our Energy and Water Saver kits have been enormously popular since the first three hit the shelves in January 2022. Since then, the Sustainability teams at our member councils have purchased thirteen more kits. The kits have been borrowed 345 times and there is a queue of 192 people. In October 2023, the scheme was shortlisted in the 'Future Energy' category of the 2023 Premier's Sustainability Awards. The publicity resulted in several other councils making contact to find out more about how the program works.



### Croydon turns 50

On 15 October 1973, the brand-new Croydon Library opened its doors. Previously, Croydon residents could only access books through a subscription service run by the Mechanic's Institute and petitions had been presented to the City of Croydon for a public library. From the beginning, the library was run by a cross-council cooperative venture, the Eastern Metropolitan Regional Library Service, that also delivered library services to Knox and the City of Ringwood.

Croydon Library opened with a staff of 11, headed by the manager, Mrs Margaret Atchison. In 1980, building started on the current library, which opened to the public in March 1981. The original collection of 11,000 books had grown to 36,000 and demand for children's programs, study space and casual seating had increased along with the population.

In 1996, Croydon was the first of the library services to be linked to the internet. It continues to hold the biggest collection, and lend the most items, of any library in the network.

To celebrate this milestone birthday, the current Croydon Library staff held a week of activities, including a talk on the history of Croydon by the historical society and an interactive 'trip down Memory Lane' where people brought their photos and shared their memories. We were delighted that Mrs Atchison was able to join us for the 50th birthday celebrations.

*Great to see local history being supported by libraries. Part of their natural domain.*

**Participant feedback**



Croydon Library in 1973





William Barak pictured on the Yerrin Biik mural at Mooroolbark Library

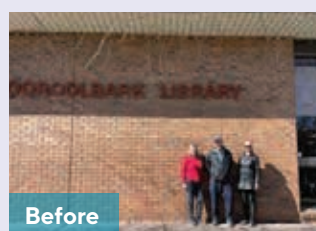
## Murals at Mooroolbark

Mooroolbark Library has been transformed by the wraparound decoration of Yerrin Biik (meaning ‘bush country’ in Woi-Wurrung). Designed by Aunty Kim Wandin and Chris Joy of Murrup Biik Public Art and painted onto the library’s exterior walls by Jimmy Dvate, the murals have brought the building to life.

The artwork features flora and fauna indigenous to the Mooroolbark area, and a stunning portrait of William Barak among the smoke and mist of the bush. Staff working on the information desk enjoy looking out the window and into the deep eyes of a Leadbeater’s possum. The public toilets at the side of the building now have their own bird symbols – a male Superb Fairy-wren sits in all his glory outside the men’s toilets and a more muted female wren sits outside the women’s.

The project was coordinated by the Mooroolbark Traders and Community Group as part of their Mooroolbark Street Art Project. Funding was provided by a Living Suburbs grant from the Victorian Government and support from Yarra Ranges Council.

The murals were officially launched on 11 February 2024 with a smoking ceremony and speeches from the artists and Mooroolbark Library Team Leader, Emma Jahn. Not only are locals proud of these impressive new artworks, visitors now come to Mooroolbark specifically to see them.



Before



After





# CONNECTING WITH ADULTS

## Carer's Cuppa at Croydon



Croydon Library runs a monthly program to support carers to connect with services and each other. Started as a library initiative, **Carer's Cuppa** is now funded by a Victorian Government Additional Respite grant that enables qualified staff from **Different Journeys** to attend and provide relevant advice and direction to carers, who have limited time to stay informed and nourish themselves outside their caring responsibilities. Some carers who have attended the library sessions have had no previous connection to any outside support or services.



## World of Origami

The **Melbourne Origami Group** created 'Origami Dream World' at Miller's Homestead during August and September 2023. An exhibition of beautiful works created by group members was complemented by origami workshops. The workshops included origami for beginners, making and using different papers, folding Sonobe units and, during the school holidays, making origami action figures.

Every visitor to Miller's Homestead during the exhibition was invited to create their own butterfly or flower to contribute to the growing 'garden' that took shape in Miller's Scullery. At least 400 pieces were placed around the walls and most visitors took one or two pieces home as well.

The program was both accessible and intergenerational, with grandparents working with their grandchildren and a number of carer's groups bringing their clients, who came to make a butterfly and left with an enormous sense of achievement. Over 1,000 pieces of origami were created over the course of the exhibition and the Scullery installation has been retained as an ongoing activity.

The Melbourne Origami Group meets monthly at Realm.



## Author! Author!

**Kate Mildenhall** delighted the audience at Belgrave Library to celebrate the release of her third book, *The Hummingbird Effect*.

Our program of author talks has gone from strength to strength this year with more than forty writers sharing stories about their work, their path to getting published and why they decided to get into print.

It was lovely to see **Lia Hills** launch her new book, *The Desert Knows Her Name*, at Belgrave Library.

### Audience feedback

*Fantastic memories told by Tim... Can't wait to continue reading the book and, at some point, have my own train journey.*  
(**Tim Richards** author talk)

*So intelligent, joyous and energetic.*  
(**Kate Mildenhall** author talk)

*This is the first such event we have been to and will be back for more.*

**Audience feedback**  
(**Heather Morris** author talk)

The ever-popular **Heather Morris** launched the adult event program at Knox|Ngarrgoo by talking about her new book, *Sisters Under the Rising Sun*, which is set in a Japanese prisoner-of-war camp.

**Kylie Orr** filled the house and gardens at Miller's Homestead for the launch of *The Eleventh Floor*.

Heather was in conversation with local author **Alli Parker**, who went on to give a talk about her own book, *At the Foot of the Cherry Tree* at Realm in March and Lilydale in June. Alli's book tells the story of her grandmother, who became Australia's first Japanese war bride when her soldier husband brought her home to his family property in Ringwood.



**Tim Richards and Mark from Croydon Collins Booksellers share the train love at Mooroolbark**

**Tim Richards**, who had previously presented online as part of the lockdown program, visited Mooroolbark Library and shared his epic train journey from the top of Queensland to the bottom of Western Australia.



**Author Alli Parker and Candice at Realm**

### Kaleidoscope at Miller's Homestead

In September 2023, we ventured into new territory by putting out a call for people to join a community choir based at Miller's Homestead. We had no idea what the response would be, but the invitation was very loose – no auditions and no need to be able to read music or have previous choir experience. We quickly realised we had tapped into an unmet desire to create music in a supportive environment. Our two choirmasters, Barb Shearer-Jones and Charmaine Schmidt, who have had extensive careers in community arts and education, brought their infectious enthusiasm to the task and the choir quickly grew into a solid band of more than twenty singers. They now meet weekly, filling the whole house with their sound.

Research shows that joining a choir can help create rich, meaningful connections with others and boost happiness levels. This seems to have been the case at Miller's Homestead, where the choir has committed to keep singing together for another year. Members pay a small fee to cover the choir masters' costs and the group is now full. They have chosen a name – Kaleidoscope – that reflects the coming together of different styles and strengths to make a vibrant whole.

In May 2024, Kaleidoscope delivered a concert for friends and family. For many choir members, this was the first time they had ever sung in public. Their performance conveyed the delight they share while singing together. One audience member said he felt as if a 'wall of joy' had washed over him as they sang.



Kaleidoscope at the end of their first term singing together





Auslan storytime at Croydon Library

# CONNECTING WITH CHILDREN, YOUNG PEOPLE AND FAMILIES

## Storytimes and school holiday programs

Early years programming continued to expand despite some lingering reluctance to step back into group activities. By the end of 2023, we were offering more storytimes than ever and the school holiday program had grown by 30% since 2019, not including the extra events offered at Miller's Homestead. It was time to reset. That summer, we streamlined the school holiday program guidelines to set expectations at a manageable level.

Storytimes returned to pre-pandemic programming – three each week at the smaller libraries and four each week at the bigger ones. Changes to kindergarten attendance resulted in lower numbers in the Pre-school sessions, but the Tiny Tots (0–12 months) and Toddler sessions (1–3 years) continue to grow. Healesville Library, where numbers have traditionally been low, rarely holds a session with fewer than thirty attendees, while Realm, where numbers have traditionally been huge, has had to duplicate its weekly Tiny Tots session to spread the demand.

Bookings have been removed from all storytime sessions except 'Gently Gently' at Belgrave Library, which is a deliberately small group program, aimed at sensitive and neurodivergent children. Despite this, there were over 8,000 booked attendances at children's programs throughout the year and children's events, including storytimes, make up 25% of overall library programming.



Spooky storytime at Ferntree Gully Library



Crab storytime at Lilydale Library



### Flexi literacy schedule



In February 2023, the Yarra Ranges Flexi van hit the road to visit kindergartens, primary schools and childcare centres for the first time in almost

three years. The Flexi service closed in March 2020, due to the pandemic, and many sites had been waiting to receive a service they had originally been offered at the end of 2019.

In February 2024, a year after finally delivering the promised service, we added new locations to the schedule, taking the library service to places that had been asking for a long time.

The Flexi van runs on a fortnightly schedule, visiting aged care and community stops and early learning centres, on alternate weeks. We receive many more requests for visits than we can accommodate. Preference is given to services that are located further away from physical library buildings, and those that are new to the program.

The Flexi program is scheduled by school year. Across 2023–24, the Flexi van has visited twenty-seven different locations, from Sherbrooke to Yarra Glen and Gladysdale to Upwey. Children can join the library and borrow books on each visit, and school staff can borrow books for their class or group. *Your Library* staff deliver a storytime session and talk to the children about using the library. More than 250 children have joined *Your Library* through the Flexi service and, together with the aged care stops, generated another 6,000 loans this year.

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### Focus on young adult writers and readers across Knox

The City of Knox branches worked together this year to increase programming directed at young people. One initiative saw two young adult authors deliver talks and workshops at several libraries during the school holidays.


Author **Alison Edwards** presented three sessions in one week in September 2023, starting at Boronia Library where she talked about her writing, and living in the 'mystical' Dandenong Ranges. She followed that with a focus on the idea of 'found family' in young adult literature at Bayswater Library, and ended the week at Rowville Library with a hands-on workshop where participants could work on their own narrative pieces.

This successful format was repeated during the Easter holidays, when well-known young adult author **Rebecca Lim** visited all five libraries in Knox. This program began with an exploration of Rebecca's cultural influences at Bayswater Library, followed by a talk about her many award-winning titles at Knox Ngarrgoo and finishing with a workshop on editing your own work at Boronia Library. The following Friday, Rebecca shared writing tips and tricks at Ferntree Gully Library, and finally hosted a book chat at Rowville Library.



*Very informative, great opportunity. Really helpful ideas. Rebecca was very approachable and took the time to talk things through.*

Sharing space with the City of Knox's Youth Team at Knox Ngarrgoo, and locating the teen fiction and graphic novel collections adjacent to the Youth Hive, has seen interest in both collections grow. We relocated items from other Knox libraries to fill the new shelves, as the previous collection was too small for the allocated space. Borrowing is up, and a greater proportion of the total collection is now on loan compared to any other location.

A photograph of an art installation titled 'Origami Dream World' at Miller's Homestead. The installation features a large number of colorful origami butterflies in various colors (red, orange, yellow, green, blue, pink, purple, black, and white) scattered across a light-colored wall. A central piece of dried, bare tree branches is also covered in origami butterflies. In the foreground, a row of colorful origami flowers is placed on a white ledge. A wooden table and a black chair are visible in the bottom right corner.

'Origami Dream World'  
at Miller's Homestead,  
created by the Melbourne  
Origami Group

# **PART 2** CORPORATE MATTERS



# MARKETING AND PROMOTIONS

## Overview

*Your Library* has fully embraced the digital revolution, increasing our engagement with our audiences on social media by posting regularly on Facebook and Instagram, and even dipping our toes into the newest kid on the block, TikTok.

But we haven't abandoned our seasonal events guide – in fact, we have increased our print run in 2023–24.



**Facebook**  
11,014 followers (+485)



**Instagram**  
3,268 followers (+347)



**TikTok**  
1,108 (+49)



**eNewsletter**  
Our monthly newsletter is delivered to 124,257 subscribers (+16,657)



**Children's eNewsletter**  
Our opt-in term-based newsletter is delivered to 1,692 subscribers (+592)

## Facebook highlights

Belgrave hosts Georgia Irwin, 'the vegan home baker'



Reach: 16, 214  
Impressions: 16, 214  
Interactions: 80

## Pride month display at Healesville



Reach: 3,360  
Impressions: 3,442  
Interactions: 91



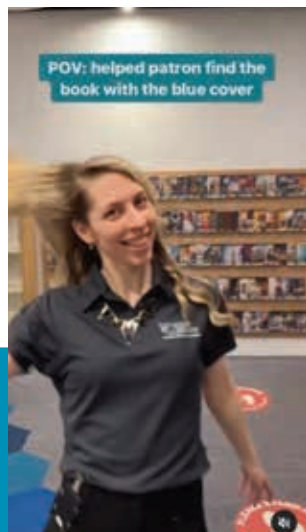
## Instagram reel highlights

When choosing 'Deliver Later' in Libby is a gift for the next person in line



Reach: 1,543  
Impressions: 1,548  
Interactions: 24  
Plays: 2,955

Some call us superheroes but you can call us librarians



Reach: 1,654  
Impressions: 1,654  
Interactions: 58  
Plays: 2,965

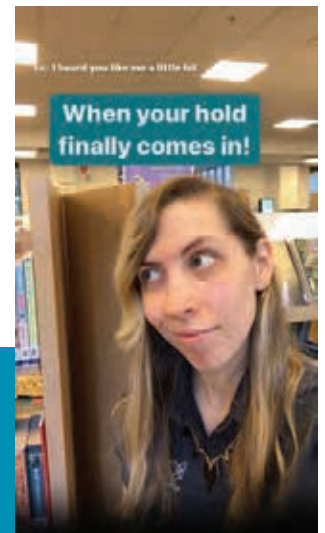
## TikTok highlights

What do librarians do most?



Total views: 1,200  
Likes: 104  
Total plays: 2h 11m 23s

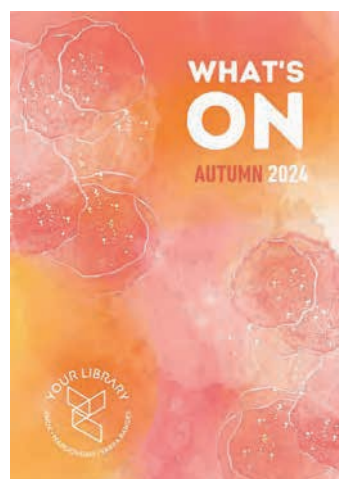
When your hold finally comes in



Total views: 3,700  
Likes: 27  
Total plays: 8h 23m 11s

## In print

Our seasonal 'What's on' events guide has been in more demand than ever. In 2023-24, we increased our print run from 7,000 to 9,000 copies per season.



# COLLECTIONS

## Overview

*Your Library's* collection of books, DVDs, CDs, audio books and console games continues to be valued by our community. More than 42,000 items were added to the collection in 2023–24. Borrowing has increased by 7% and reservations increased by 11% this financial year.

**3,393,746**  
checkouts **+7%**

**711,857**  
reservations **+11%**

**60,915**  
active borrowers **+51%**

**449,908**  
picture books **Most popular collection**

## New supplier of CDs, DVDs and console games

*Your Library's* audiovisual supplier, KL Media, closed their doors in April 2024 after supplying CDs, DVDs and console games to *Your Library* for over ten years. Our new supplier, MDM Entertainment, will begin delivering CDs, DVDs and console games to all branches in the new financial year.

## Expansion of literacy collection

The adult literacy collection supports the one-to-one adult literacy tutoring program, Leap into Literacy, run by our Regional Literacy Officer. The collection also supports the Read Write Now courses run at Boronia Library by Mountain District Learning Centre.

The existing collection of literacy materials at Boronia Library was completely refreshed, and a new collection of literacy materials is now available at Realm. One hundred and fifty items were purchased in this financial year and new titles will be regularly added to the collection. New titles include accessible editions of popular fiction, practical titles about finding a job, and books to improve skills in spelling and grammar.



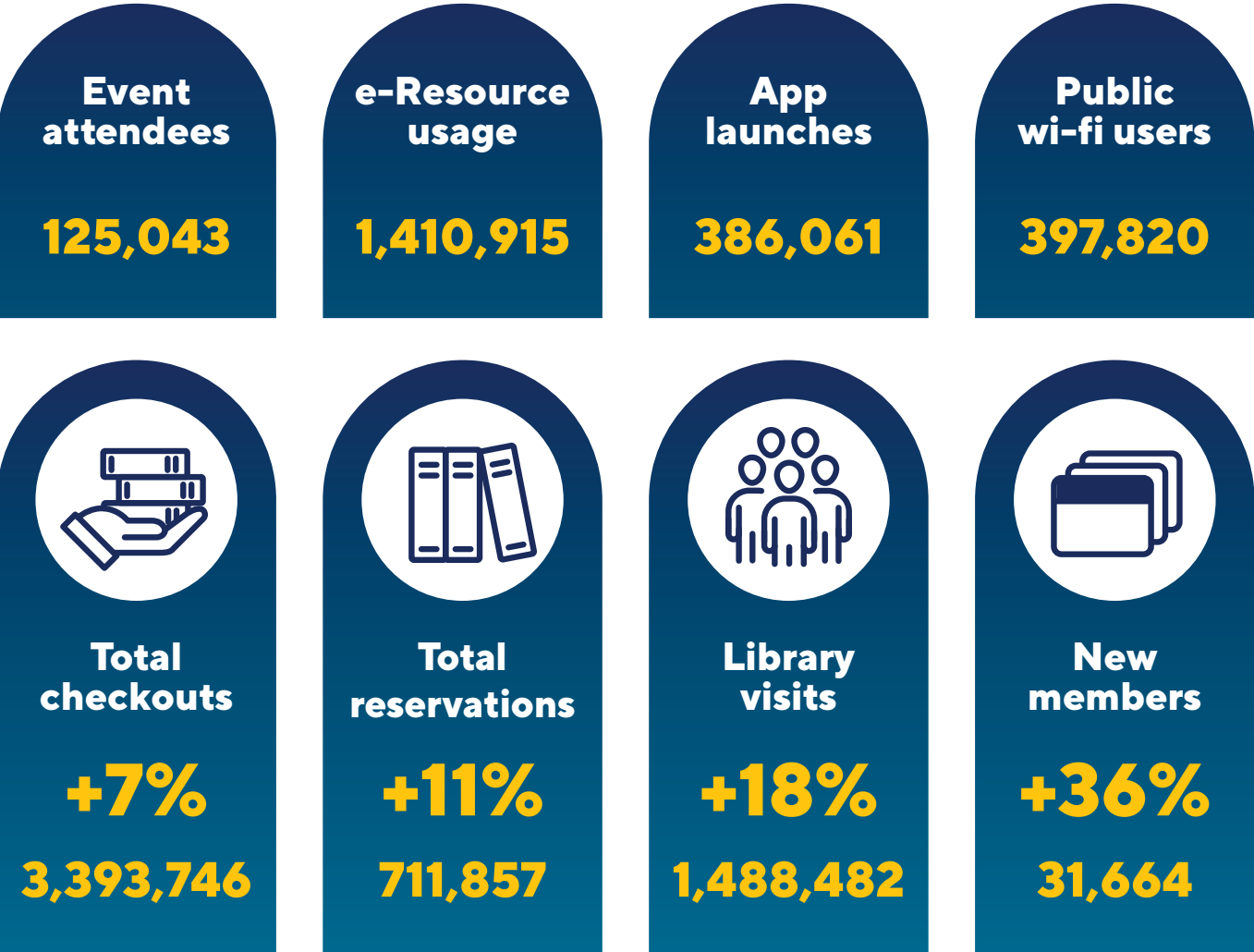
## Knox Ngarrgoo Opening Day collection



Knox Ngarrgoo's grand opening in March 2024 gave the crowd the opportunity to skip the reservation queue and pick up a copy of a popular title. Three hundred new adult and junior books were available, and the beautifully curated display didn't last long.

# REGIONAL STATISTICS

## Your Library snapshot



### KNOX CITY COUNCIL



### MAROONDAH CITY COUNCIL



### YARRA RANGES COUNCIL





## COLLECTIONS

Location	Members		Visits		Checkouts		PC sessions	
	2022-23	2023-24	2022-23	2023-24	2022-23	2023-24	2022-23	2023-24
<b>Knox</b>								
Bayswater	10,412	11,999	88,782	104,770	74,599	74,929	4,216	11,865
Boronia	14,481	15,745	63,301	63,123	106,139	105,140	4,680	9,963
Ferntree Gully	12,414	13,717	75,868	70,750	102,736	92,870	3,899	6,959
Knox/Knox Express	39,834	47,493	88,224	205,759	119,241	156,053	5,340	13,723
Miller's Homestead	67	100	-	-	3,939	5,181	239	238
Rowville	26,053	28,288	118,110	135,317	143,394	136,453	10,485	21,502
<b>Total</b>	<b>103,261</b>	<b>117,342</b>	<b>434,285</b>	<b>579,719</b>	<b>550,048</b>	<b>570,626</b>	<b>28,859</b>	<b>64,250</b>
<b>Maroondah</b>								
Croydon	35,811	38,722	157,369	167,274	293,326	280,856	9,625	24,335
Realm	68,521	74,852	320,284	343,182	188,113	185,470	28,205	55,355
<b>Total</b>	<b>104,332</b>	<b>113,574</b>	<b>477,653</b>	<b>510,456</b>	<b>481,439</b>	<b>466,326</b>	<b>37,830</b>	<b>79,690</b>
<b>Yarra</b>								
Belgrave	17,604	19,536	79,474	98,347	89,094	92,148	4,802	8,721
Flexi Van	2,631	3,082	-	-	3,084	6,361	-	-
Healesville	9,149	10,171	55,605	63,710	47,458	42,818	1,921	5,259
Lilydale	19,629	21,456	69,567	80,564	86,036	83,329	3,594	8,532
Monbulk (CCR)	976	1,173	-	-	11,190	11,854	-	-
Montrose	5,212	5,591	24,969	24,458	33,077	27,659	346	885
Mooroolbark	14,083	15,329	64,663	67,365	102,913	102,302	4,110	8,130
Mount Evelyn (CCR)	2,340	2,572	-	-	15,911	15,760	-	729
Yarra Glen (CCR)	517	770	-	-	3,316	2,912	-	-
Yarra Junction	11,978	12,732	56,792	63,863	68,199	65,254	2,061	6,419
<b>Total</b>	<b>84,119</b>	<b>92,412</b>	<b>351,070</b>	<b>398,307</b>	<b>460,278</b>	<b>450,397</b>	<b>16,834</b>	<b>38,675</b>
<b>Other</b>								
Admin	1,559	1,607	-	-	1,165	801	-	-
Digital Library	-	-	-	-	908,002	1,134,521	-	-
Web	-	-	-	-	777,856	771,075	-	-
<b>Total</b>	<b>1,559</b>	<b>1,607</b>	<b>-</b>	<b>-</b>	<b>1,687,023</b>	<b>1,906,397</b>	<b>-</b>	<b>-</b>
<b>Regional total</b>	<b>293,271</b>	<b>324,935</b>	<b>1,263,008</b>	<b>1,488,482</b>	<b>3,178,788</b>	<b>3,393,746</b>	<b>83,523</b>	<b>182,615</b>

# BUSINESS AND TECHNOLOGY

## Privacy

With the increasing prevalence of data breaches, it is paramount that we improve our security to ensure that the organisation and our members are protected. Part of these improvements was to also minimise the amount of data *Your Library* holds in our Library Management System.

We have removed the requirement for members to provide a full address and date of birth, meaning only a post code and year of birth is now stored against a member's name, along with the other mandatory information we are required to store. In case something unfortunate does happen, our data breach impact will be limited to much less information than in the past.

## Your Library app update

Working alongside our app provider, SOLUS, we pushed an update to the YL App to provide users with more features and a better overall app experience. New features to the app included the ability to book events and rooms, the addition of a reading tracker, enhanced catalogue searching and a highly sought-after wish list function. Syndetics allows beautiful book covers to appear on carousels and in search results, providing an excellent browsing experience.

Another excellent new feature is the ability to curate collections and have greater controls of digital displays within the app. This allows us to target or promote particular collections on demand with ease.

## Email domain change

As part of the transition to Your Library Limited, we moved our email domain from @erl.vic.gov.au to @yourlibrary.vic.gov.au to bring us in line with our current online presence and business identity. With assistance from our IT support provider, WYSCOM, the transition was successfully made on 21 February 2024, with minimal disruption to organisational activity. To avoid any emails getting lost, our old ERL domain remains active. Any emails sent to that domain are automatically forwarded to the new email address.

## New eDatabases

*Your Library* subscribed to an array of new eResource databases in 2023–24, which contributed to a 23% increase in usage over the financial year.

Our new resources include:

- New York Times
- New York Times Cooking
- New York Times Games
- Clear Pronunciation
- Medici.TV.

These new resources were used 7,863 times, with members valuing greater variety and access to a range of content that was not offered previously.

**The New York Times**

The New York Times

**Cooking**

The New York Times

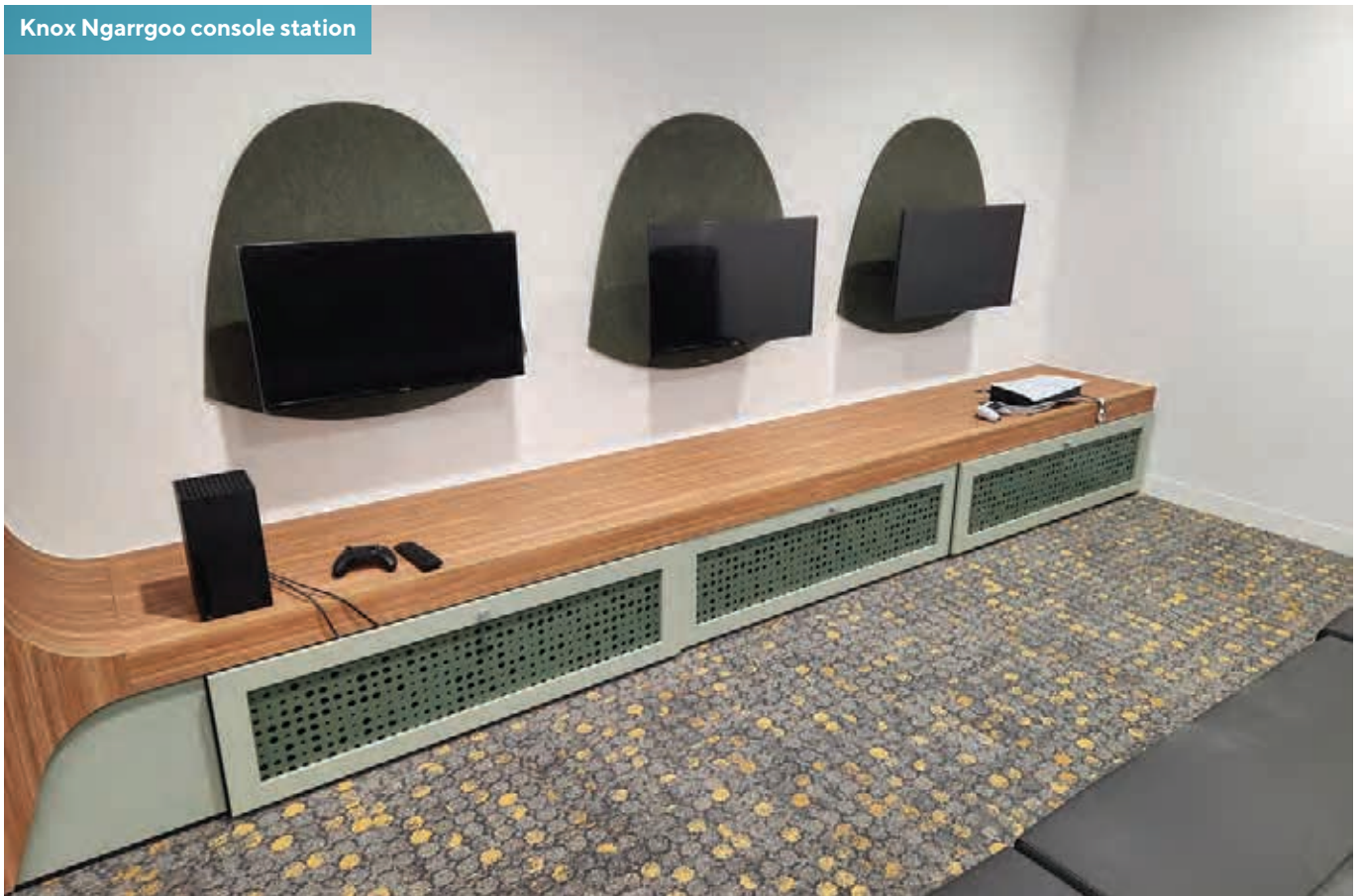
**Games**



Clear Pronunciation

**medici.tv**

Knox Ngarrgoo console station



### Console access

*Your Library* began providing free access to gaming consoles at Belgrave Library and Knox Ngarrgoo. Members are able to play popular gaming titles on Nintendo Switch, PlayStation 5 and Xbox One X consoles from the comfort of the library. This has been especially popular at Knox Ngarrgoo, where the consoles are located next to the Youth Hive.

*Your Library* has recently expanded its offerings by providing free access to a selection of gaming consoles at Belgrave Library and Knox Ngarrgoo. This initiative includes a variety of popular gaming systems, including Nintendo Switch, PlayStation 5 and Xbox One X. This has been met with considerable enthusiasm, particularly at Knox Ngarrgoo, where the gaming consoles are in constant demand. This has brought in a cohort of new users, who may not otherwise have signed up for a library membership.

### New tech for TSO events

This year, *Your Library* made significant strides in enhancing our technology programming, with the acquisition of new devices designed to engage all age groups. We introduced a range of technology, including:

- BigPurplePhone – a smartphone designed especially for seniors
- VinciBots – learning robots that teach computer science to children (8 years and over) and build their confidence in STEAM subjects
- a new fleet of iPads.

Our Tech Support team worked hard to ensure there was adequate programming available to the community. All areas of our region had an opportunity to access never-before-seen devices in our libraries. We hope they excite our members and spark their interest in understanding new technologies.



# OUR TEAM

## Employee profiles

*Your Library* is committed to recruiting and retaining professional employees through excellent working conditions, staff development and mentoring. We aim to provide internal opportunities for our future leaders to learn and grow their skills.

	2022-23	2023-24
Total staff members	126	129
Equivalent full-time	91	90
Average length of employment	11	11
Longest years of service	42	43
Average age	46	47
Average retirement age	65	62
Age of oldest staff member	69	70
Age of youngest staff member	21	19
Age 40-75 years	85	90
Age 19-39 years	41	39

## Staff movements

	2023-24
Resignations	12 (1 retirement)
Appointments	13
Secondments	4 (internal)
Support pre-retirement arrangements	3
Support study leave	5
Parental leave	2

## Volunteers

Volunteering Australia estimates the value of a volunteer at \$46.62 per hour. *Your Library* has over 60 volunteers who contribute to the success of a number of programs that cannot be supported by library staff alone. Interest in becoming a volunteer remains high, and we usually have more people wanting to volunteer than we can accommodate.

Our volunteers help deliver the following programs:

### Home Library Service

Our 29 Home Library Service volunteers regularly visit and deliver library items to home-bound library members, connecting our isolated community members to the library service.

### Leap into Literacy



We currently have 20 active volunteer tutors, with 10 more registered to complete training very soon. Fourteen of our active volunteers meet weekly with an adult literacy student they have been matched with.

We hold network meetings every 3 months to provide opportunities for our volunteers to connect, refresh their knowledge and share ideas. This year we provided professional development with guest speakers Jo Medlin, president of the Australian Council for Adult Literacy, and Olivia McDougall from the Swinburne Skills and Jobs Centre. These sessions were well attended and the feedback was overwhelmingly positive.

## OUR TEAM



In 2023–24, our Leap into Literacy volunteers logged at least 194 tutoring hours, excluding training and meetings. In total, over 250 volunteering hours, representing a value of more than \$11,500, has been given to *Your Library* by our generous volunteers.

In December 2023, we invited the students and volunteer tutors to an end-of-year catch-up to celebrate their achievements. This was well attended by both volunteers and students, many of whom were meeting for the first time. The group shared their experiences and celebrated the hard work of the students and their commitment to reaching their literacy goals.

### Feedback from Leap into Literacy participants

*'I am getting more confident and more sociable.'*

*'I can read stories to my granddaughter.'*

*'I can now sit and read a book with confidence and understanding.'*

## Conversation Circle at Realm



We currently have 13 volunteers who help small groups of migrants practice their English speaking and listening skills at Realm on Friday afternoons. In 2023–24, we ran 42 Conversation Circle sessions with an average attendance of 18 participants each week. Our volunteers logged 253 hours, representing a value of \$11,794.

We held 4 volunteer network meetings for the volunteers to share their challenges and experiences. The volunteers really appreciated this opportunity to catch up over coffee and cake and share their ideas about how to keep their sessions fresh and the conversation flowing!

For our final session for 2023 we asked everyone to 'bring a plate' (this required some explanation) from their own culture. We had a huge multicultural feast and our participants were very keen for the volunteers

### Feedback from Conversation Circle participants

*'Conversation Circle is a great activity for us. Through this window we can know many local cultures, this time we know something about Australia native trees, thank Library, thank Maria, Candice and Lizzie, I love all of you.'*

*'This time I met a new friend who is coming from South Korea.'*

*'Very nice people around, make me feel really comfortable, very appreciated.'*

*'Conversation Circle is a very good activity for me, motivate me to continuously learn, and it's very important to speak English in life here. Thank Library.'*

*'I had a wonderful time in such a beautiful place. The teacher was teaching us in a good way. She is a good, experienced teacher. I learned new phrasing and vocabulary.'*

*'Through the conversation I know a lot of interesting things I never heard. I like the activity of conversations.'*

to taste the goodies they had brought. Our volunteers shared Australian Christmas traditions – Rowan even dressed as Santa!



## Training and development

### All-staff training day

In July 2023, our staff came together for our first all-staff training day for many years.

The day began by hearing from our member councils on the priorities for the Knox, Maroondah and Yarra Ranges communities. *Your Library* staff are committed to providing a welcoming service for everyone. Understanding how to best serve different groups within the communities we work in is key to our success. It allows us to provide library services that contribute to supporting and enriching the lives of the members of our communities, in line with Council goals and strategies.

The second part of our training day was focused on building Aboriginal cultural competencies with an informative presentation from the Koori Heritage Trust. To embed the ideas and stories, everybody participated in small group discussions to reflect on what we had learned from the session. From these conversations we have created ways to share what we have learned within our libraries and reflect our learnings in the programs we offer.

The day concluded with presentations from our branch teams about the many innovative, inspiring and sometimes hilarious activities happening in the branches. The staff appreciated seeing their work, and that of their peers, celebrated by the whole organisation.

With 14 service locations, our staff found this an incredibly valuable day for their personal and professional growth, and it had a positive impact on development within our organisation.

### Feedback on all-staff training day

*'It was a great way to catch up with staff from other branches and a great way to be brought up to speed on what other branches are doing.'*

*'The training was very informative, eye-opening, and thought-provoking.'*

*'Libraries are awesome. We are doing an amazing job, but we can do more.'*

*'How amazing our organisation is (particularly the staff!).'*



## OUR TEAM

### Reader Development training

Reader development is the art of talking to people about books that they might like, but which library staff haven't read. It is a key skill for library workers, but one that is often avoided – reading is such a personal endeavour that there is always the possibility of 'getting it wrong'.

There is a Public Libraries Victoria special interest group devoted to reader development. In 2023–24, we applied their training module to *Your Library*. We modified the self-paced, three-part workbook to include examples taken from our own systems and processes, and launched it at the start of 2024. All staff, including casuals, will complete the module over the next year.

The course has three areas of focus:

- having conversations about books and reading
- finding and using resources
- creating successful displays.

In reader development terms, a successful display is one where the books are constantly being taken away!

#### Feedback on Reader Development training

*'I'm very definite in my reading tastes and somehow didn't clock that other people aren't.'*

*'It is great to realise that the staff are a resource in themselves.'*

*'It would be good to highlight a boring display, an overdecorated display and a display that is well-balanced between books and decor.'*

### Technology support 'Cuppa Classes'



Keeping up to date with technology is a constant challenge, as is finding time to attend training sessions!

In November 2023, our manager of digital resources held a presentation on Microsoft Teams that was recorded and loaded onto the intranet for later viewing. It soon became clear that, while some people logged into the live session, many more chose to watch the recording.

We abandoned the live presentations and created Cuppa Classes, which everyone can watch at a time that suits them, possibly with a 'cuppa'. Cuppa Classes are available online, updating staff on topics such as Outlook email and calendar and the library app, and introducing new additions to our suite of online databases. Our Technology Support Officers are keen to be involved, and have created a list of 15 potential additional topics where staff may need more support.

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## Industry placements and work experience

During 2023–24 *Your Library* supported industry placements for two students studying library degrees. We are also a popular choice for secondary school work experience students who live or study in our community. This year we supported 33 placements for secondary work experience.



# **PART 3**

# FINANCIAL REPORT

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# DIRECTORS' REPORT

## For the year ended 30 June 2024

The directors present their first report together with the financial statements of Your Library Ltd (the Company) for the financial year ended 30 June 2024. This is the first report since the Company was formed as a company on 3 October 2022 and began trading on 1 July 2023.

### Information on Directors

The following persons were directors of the Company during the whole of the financial year and up to the date of this report, unless otherwise stated:

**Cr Jim Child**

Date of appointment:

Experience:

Special responsibilities:

**Yarra Ranges Council**

03/10/2022

First elected as a Councillor with the Upper Yarra Shire in 1982.  
Shire President during 1985. Mayor in 2012/13, 2021/22 and 2022/23.  
Board Chairperson since 8/2/2024.

**Cr Andrew Fullagar**

Date of appointment:

Experience:

Special responsibilities:

**Yarra Ranges Council**

03/10/2022

First elected as a Councillor on 01/03/2022.  
Audit & Risk Advisory Committee Member – from 8/2/24.  
CEO Employment and Remuneration Advisory Committee.

**Cr Kylie Spears**

Date of appointment:

Experience:

Special responsibilities:

**Maroondah City Council**

03/10/2022

First elected as a Councillor in October 2016.  
Mayor in 2023/24 and 2020/21. Deputy Mayor in 2018/19.  
Audit & Risk Advisory Committee Member.

**Cr Linda Hancock**

Date of appointment:

Experience:

Special responsibilities:

**Maroondah City Council**

03/10/2022

First elected as a Councillor in March 2022.  
Deputy Board Chairperson.  
CEO Employment and Remuneration Advisory Committee.

**Cr Susan Laukens**

Date of appointment:

Experience:

Special responsibilities:

**Knox City Council**

03/10/2022

First elected as a Councillor in November 2020.  
Deputy Mayor in 2020/21. Mayor in 2021/22.  
Chair – Audit & Risk Advisory Committee.

**Cr Nicole Seymour**

Date of appointment:

Experience:

Special responsibilities:

**Knox City Council**

14/11/2023

First elected as a Councillor in March 2012.  
Knox Mayor in 2019/20. Deputy Mayor in 2021/22.  
CEO Employment and Remuneration Advisory Committee.

**Cr Marcia Timmers-Leitch**

Date of appointment:

Experience:

Special responsibilities:

**Knox City Council**

03/10/2022 / Resignation: 14/11/2023.

First elected as a councillor in March 2019.  
Deputy Mayor in 2019/2020. Mayor in 2021/22.  
Board Chairperson 16/2/2023 – 14/11/2023.  
CEO Employment and Remuneration Advisory Committee.

### Company Secretary

Joseph Cullen held the position of Company Secretary of Your Library Ltd from when the Company was formed on 3 October 2022 until 12 May 2024. Joseph was the CEO of ERLC/Your Library Ltd from 2005 until May 2024.

Sarah Hopkins has held the position of Company Secretary of Your Library Ltd since 13 May 2024. Sarah has been the Corporate Manager, Customer Experience since 1 August 2017.

### Principal Activities

The principal activities of the Company are to:

- provide resources and programs aimed at meeting the information, recreation, educational and cultural needs of the diverse communities of Knox, Maroondah and Yarra Ranges in an equitable, effective, efficient, responsive and forward-looking manner in accordance with the values and objectives of the Library Plan;
- provide or ensure the provision of, subject to any conditions attached to any State government library subsidies and grants to the Company or the Councils, a public library service for Councils' municipal districts as determined by the Board; and
- perform any other functions which are conferred on the Company under the constitution and the Your Library agreement or the Act, including defining overall policy objectives, developing strategic policy, letting tenders for the provision of services, monitoring contracts under which services are provided, and approving a library plan and budget.

### Review of Operations

Your Library Ltd started operating on 1 July 2023, assuming Eastern Regional Libraries Corporation operations. Details of the transition from Eastern Regional Libraries Corporation to Your Library Ltd are contained in note 24 of the financial statements.

Your Library Ltd's total income for the year was \$14,993,000 comprising predominately of Member Council contributions (\$11,590,000) and State Government Grants (\$3,039,000). Total operational expenditure for the year was \$14,288,000 comprising predominately employee costs (\$9,933,000), depreciation and amortisation (\$2,143,000) and materials and services (\$2,118,000). The net surplus derived for the financial year was \$705,000.

### Objectives

Libraries are more than just books. They contribute to social cohesion and connections.

Your Library Ltd has a huge front door, both physically and virtually. We provide valuable services to the wide range of our community members, at all ages and stages of their life. From storytime for babies and their caregivers, to homework clubs for teenagers, job search services for adults and delivery services to older residents in aged care, we cater for everyone.

## The long-term objectives of the Company are:

### Key direction 1: Literacy for all, reading for pleasure

#### *Strategy for Achieving the Objective:*

- Increase the number of readers
- Increase how much, and how broadly, they read
- Offer digital access
- Make every child a reader

#### *Performance Measures*

- Number of members
- Number of new and active members
- Number of items loaned per member (physical and digital)
- Size of collections
- Funds spent on collections
- Number of, and attendance at, literacy programs
- Satisfaction with literacy programs
- Turnover of collections
- Turnover of eResources.

### Key direction 2: Connecting people to knowledge and each other

#### *Strategy for Achieving the Objective:*

- Value diversity
- Provide creative and safe spaces
- Reach out to the community.

#### *Performance Measures*

- Number of community outreach activities
- Annual customer satisfaction survey
- Alignment with Member Councils' wellbeing indicators frameworks.

### Key direction 3: Creative learning – a rehearsal for life

#### *Strategy for Achieving the Objective:*

- Provide learning opportunities
- Offer support for jobseekers and businesses
- Provide access to technologies.

#### *Performance Measures*

- Attendance numbers at learning programs
- Satisfaction with learning programs
- Satisfaction with a range of technology options
- Improved segmentation of community to meet a diversity of needs

### Key direction 4: All for one and one for all, working with our partners

#### *Strategy for Achieving the Objective:*

- Develop partnership opportunities
- Promote our work.

#### *Performance Measures*

- Number of partnerships
- Qualitative and quantitative feedback from our collaborators and partners.

### Key direction 5: Practice sustainability and protect our environment

#### *Strategy for Achieving the Objective:*

- Find new opportunities for sustainable practices
- Seek out opportunities to be more sustainable
- Reducing our carbon footprint.

#### *Performance Measures*

- All fleet vehicles being either hybrid or all-electric over the next four years
- All tenders have an environmental impact weighting of 10 per cent for evaluation purposes
- Annual contribution made to Greenfleet Australia for native biodiverse forests planting offset
- All PCs and laptops have at least a 5-star energy rating.

### Key direction 6: Measure the impact and continually improve

#### *Strategy for Achieving the Objective:*

- Reporting
- Feedback.

#### *Performance Measures*

- Quarterly reports
- Annual Report
- Short, targeted surveys
- Biennial (every 2nd year) omnibus survey
- Public Libraries Victoria Network Annual Survey
- Social media engagement statistics (e.g. likes and shares; audience growth, rate of followers, followers vs following ratio, active fans, clicks per post and organic vs paid results).



### Key direction 7: Recruiting and retaining highly motivated staff

#### Strategy for Achieving the Objective:

- Recruit and retain staff
- Provide awareness training
- Offer ongoing staff training and professional development.

#### Performance Measures

- Motivated and skilled staff who are sensitive to cultural differences and highly regarded by our communities
- Job satisfaction and increase in staff engagement.

## Indemnification of Officers

During the financial year, Your Library Ltd has paid a premium in respect of a contract insuring the Directors and Executives of Your Library Ltd against a liability incurred as such a Director or Executive to the extent permitted by the *Corporations Act 2001*.

The company has not otherwise, during or since the end of the financial year, except to the extent permitted by law, indemnified or agreed to indemnify an officer or auditor of the company against a liability incurred as an officer or auditor.

## Meetings of Directors

The number of meetings of the Company's Board of Directors (the Board) and of each Board committee held during the year ended 30 June 2024, and the number of meetings attended by each director were:

	Full Board		Audit & Risk Advisory Committee		CEO Employment Remuneration Advisory Committee	
Director	Attended	Held	Attended	Held	Attended	Held
Cr Jim Child	6	7	3	3	N/A	N/A
Cr Andrew Fullagar	6	7	2	2	2	2
Cr Kylie Spears	5	7	3	5	N/A	N/A
Cr Linda Hancock	5	7	N/A	N/A	2	2
Cr Susan Laukens	7	7	5	5	N/A	N/A
Cr Nicole Seymour	4	5	N/A	N/A	1	1
Cr Marcia Timmers-Leitch	2	2	N/A	N/A	1	1

Held: Represents the number of meetings held during the time the director held office or was a member of the relevant committee.

## Contributions on Winding Up

In the event of the Company being wound up, ordinary members are required to contribute a maximum of \$1.00 each.

The total amount that members of the Company are liable to contribute if the Company is wound up is \$1.00, based on 3 current ordinary members.

## Auditor's Independence Declaration

The auditor's independence declaration for the year ended 30 June 2024 has been received and can be found on page 10 of the financial report.

## ASIC Corporations Instrument 2016/191 Rounding of Amounts

The Company is an entity to which ASIC Corporations (Rounding in Financial/Directors' Report) Instrument 2016/191 applies and, accordingly, amounts in the financial statements and directors' report have been rounded to the nearest thousand dollars.

This report is made in accordance with a resolution of directors:

Signed by:  
  
5FD064DECC344AD  
Cr Susan Laukens  
**ARAC Chairperson and Director**

Signed by:  
  
0F886799F62D4CB  
Cr Linda Hancock  
**Deputy Board Chairperson and Director**

**Dated:** 08/10/2024  
Scoresby

# Independent Auditor's Report

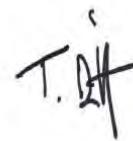
## To the Directors of Your Library Ltd

<b>Opinion</b>	<p>I have audited the financial report of Your Library Ltd (the company) which comprises the:</p> <ul style="list-style-type: none"> <li>statement of financial position as at 30 June 2024</li> <li>statement of profit or loss and other comprehensive income for the year then ended</li> <li>statement of changes in equity for the year then ended</li> <li>statement of cash flows for the year then ended</li> <li>notes to the financial statements, including material accounting policy information</li> <li>directors' declaration.</li> </ul> <p>In my opinion the financial report is in accordance with Division 60 of the <i>Australian Charities and Not-for-profits Commission Act 2012</i>, including:</p> <ul style="list-style-type: none"> <li>giving a true and fair view of the financial position of the Company as at 30 June 2024 and of its financial performance and its cash flows for the year then ended</li> <li>complying with Australian Accounting Standards - Simplified Disclosures and Division 60 of the <i>Australian Charities and Not-for-profits Commission Regulations 2022</i>.</li> </ul>
<b>Basis for Opinion</b>	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the company in accordance with the auditor independence requirements of the <i>Australian Charities and Not-for-profits Commission Act 2012</i> and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 <i>Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
<b>Other Information</b>	<p>The Directors of the company are responsible for the Other Information, which comprises the information in the company's annual report for the period ended 30 June 2024, but does not include the financial report and my auditor's report thereon.</p> <p>My opinion on the financial report does not cover the Other Information and accordingly, I do not express any form of assurance conclusion on the Other Information. However, in connection with my audit of the financial report, my responsibility is to read the Other Information and in doing so, consider whether it is materially inconsistent with the financial report or the knowledge I obtained during the audit, or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude there is a material misstatement of the Other Information, I am required to report that fact. I have nothing to report in this regard.</p>



<b>Directors' responsibilities for the financial report</b>	<p>The Directors of the company are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Simplified Disclosures and the <i>Australian Charities and Not-for-profits Commission Act 2012</i>, and for such internal control as the Directors determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.</p>
<b>Auditor's responsibilities for the audit of the financial report</b>	<p>As required by the <i>Audit Act 1994</i>, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.</p> <p>As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:</p> <ul style="list-style-type: none"> <li>• identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.</li> <li>• obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control</li> <li>• evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors</li> <li>• conclude on the appropriateness of the Directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.</li> <li>• evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.</li> </ul> <p>I communicate with the Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.</p>

<b>Auditor's responsibilities for the audit of the financial report (continued)</b>	I also provide the Directors with a statement that I have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on my independence, and where applicable, related safeguards.
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MELBOURNE  
11 October 2024

Travis Derricott  
as delegate for the Auditor-General of Victoria

## Directors' Declaration

*For the year ended 30 June 2024*

The Directors of Your Library Ltd declare that in our opinion:

- a) there are reasonable grounds to believe that Your Library Ltd will be able to pay its debts as and when they become due and payable; and
- b) the attached financial statements comply with the *Australian Charities and Not-for-profits Commission Act 2012* and comply with Australian Accounting Standards – Simplified Disclosure requirements; and
- c) the attached financial statements and notes give a true and fair view of the Company's financial position as at 30 June 2024 and of its performance for the financial year ended on that date.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Signed by:  
  
5FD064DECC344AD...  
Cr Susan Laukens  
**ARAC Chairperson and Director**

Signed by:  
  
0F98B799F62D4C6...  
Cr Linda Hancock  
**Deputy Board Chairperson and Director**

**Dated:** 08/10/2024

*Scoresby*



# FINANCIAL STATEMENTS

## Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2024

	Note	2024 \$'000	2023* \$'000
<b>Revenue and other income</b>			
User charges, fees and fines	4.1	130	63
Grants	4.2	3,039	3,149
Contributions	4.3	11,590	11,199
Net gain (or loss) on disposal of plant, furniture, equipment and library materials		-	(6)
Other income	4.4	234	95
<b>Total revenue and other income</b>		<b>14,993</b>	<b>14,500</b>
<b>Expenses</b>			
Employee costs	5.1	9,933	10,024
Materials and services	5.2	2,118	2,046
Depreciation	5.3	2,011	2,129
Amortisation - intangible assets		3	4
Amortisation - right of use assets	5.4	129	147
Assets written off	5.5	10	264
Finance costs - leases	5.6	30	23
Audit expenses	5.7	54	47
Other expenses		-	(4)
<b>Total expenses</b>		<b>14,288</b>	<b>14,680</b>
<b>Surplus/(deficit) for the year</b>		<b>705</b>	<b>(180)</b>
<b>Total other comprehensive income</b>		<b>-</b>	<b>-</b>
<b>Total comprehensive result</b>		<b>705</b>	<b>(180)</b>

The above Statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with the accompanying notes.

\*Refer to Note 1.3

## Statement of Financial Position

as at 30 June 2024

	Note	2024 \$'000	2023* \$'000
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	3,388	2,770
Trade and other receivables	7	152	113
Other assets	8	181	347
<b>Total current assets</b>		<b>3,721</b>	<b>3,230</b>
<b>Non-current assets</b>			
Plant, furniture, equipment and library materials	9	6,122	6,000
Right-of-use assets	13	482	611
Intangible assets	10	23	26
<b>Total non-current assets</b>		<b>6,627</b>	<b>6,637</b>
<b>Total assets</b>		<b>10,348</b>	<b>9,867</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	11	468	346
Provisions	12	736	2,078
Lease liabilities	13	124	627
<b>Total current liabilities</b>		<b>1,328</b>	<b>3,051</b>
<b>Non-current liabilities</b>			
Provisions	12	1,110	-
Lease liabilities	13	389	-
<b>Total non-current liabilities</b>		<b>1,499</b>	<b>-</b>
<b>Total liabilities</b>		<b>2,827</b>	<b>3,051</b>
<b>Net assets</b>		<b>7,521</b>	<b>6,816</b>
<b>Equity</b>			
Members' equity	14	-	3,689
Members' contribution	15	6,816	-
Accumulated surplus	16	705	3,127
<b>Total equity</b>		<b>7,521</b>	<b>6,816</b>

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

\*Refer to Note 1.3

## Statement of Changes in Equity

### for the year ended 30 June 2024

	Note	Total \$'000	Accumulated Surplus \$'000	Members' Equity \$'000	Members' Contribution \$'000
<b>2024</b>					
Balance at beginning of the financial year	14, 15, 16	-	-	-	-
Net Assets Contributed by members 1 July 2023		6,816			6,816
Surplus/(deficit) for the year		705	705	-	-
		<u>7,521</u>	<u>705</u>	<u>-</u>	<u>6,816</u>
<b>Balance at end of the financial year</b>		<b>7,521</b>	<b>705</b>	<b>-</b>	<b>6,816</b>

		Total \$'000	Accumulated Surplus \$'000	Members' Equity \$'000	Members' Contribution \$'000
<b>2023*</b>					
Balance at beginning of the financial year	14, 15, 16	8,932	5,243	3,689	-
Surplus/(deficit) for the year		(180)	(180)	-	-
Distributions to member councils		(1,936)	(1,936)	-	-
		<u>6,816</u>	<u>3,127</u>	<u>3,689</u>	<u>-</u>
<b>Balance at end of the financial year</b>		<b>6,816</b>	<b>3,127</b>	<b>3,689</b>	<b>-</b>

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

\*Refer to Note 1.3



## Statement of Cash Flows

### for the year ended 30 June 2024

		2024 Inflows/ (Outflows) \$'000	2023* Inflows/ (Outflows) \$'000
	Note		
<b>Cash flows from operating activities</b>			
User charges, fees and fines		130	63
Grants		3,039	3,149
Contributions		11,590	11,199
Interest received		113	25
Other receipts		153	64
Net GST payment		(71)	(216)
Employee costs		(9,933)	(10,024)
Materials and services		(2,068)	(2,038)
Other payments		(48)	(412)
<b>Net cash provided by operating activities</b>	22	<b>2,905</b>	<b>1,810</b>
<b>Cash flows from investing activities</b>			
Payments for plant, furniture, equipment and library materials		(2,163)	(2,242)
Proceeds from plant, furniture, equipment and library materials		-	21
<b>Net cash used in investing activities</b>		<b>(2,163)</b>	<b>(2,221)</b>
<b>Cash flows from financing activities</b>			
Distribution to member councils		-	(1,936)
Repayment of lease liabilities		(124)	(164)
<b>Net cash used in financing activities</b>		<b>(124)</b>	<b>(2,100)</b>
Net increase/(decrease) in cash and cash equivalents		618	(2,511)
Cash and cash equivalents at the beginning of the financial year		2,770	5,281
<b>Cash and cash equivalents at the end of the financial year</b>	6	<b>3,388</b>	<b>2,770</b>

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

\*Refer to Note 1.3

# NOTES TO THE FINANCIAL REPORT

## Note 1 OVERVIEW

### 1.1 Introduction

The financial report covers Your Library Ltd (the Company). Your Library Ltd is a not-for-profit company limited by guarantee, incorporated on 3 October 2022 and domiciled in Australia. The Company's main office is located at 10 Caribbean Drive, Scoresby, Victoria, 3179.

The financial information for 2023 represents the operations of the former entity, Eastern Regional Libraries Corporation (ERLC), before its transition to Your Library Ltd. The 2024 financial year reflects the operations of Your Library Ltd after it assumed responsibility for the library services from ERLC. This presentation illustrates the continuity of library services despite the change in the legal structure of the organisation.

### 1.2 Transfer of operations

In accordance with Section 330 of the Local Government Act 2020, Eastern Regional Libraries Corporation (ERLC) was wound up following the transfer of operations, staff, assets, and liabilities to Your Library Ltd (the Company) at midnight on 30 June 2023. Your Library Ltd commenced operations on 1 July 2023 and continues to provide library services in the same manner as ERLC, maintaining its objectives of serving the local community with library services and programs.

The voluntary liquidation of ERLC was completed on 16 September 2024, in accordance with Section 197G(4) of The Local Government Act 1989 (as required by Section 330(4) of the Local Government Act 2000 and the relevant provisions of The Corporations Act) and the formal dissolution is scheduled for 16 December 2024.

As part of this transition, the net assets of ERLC as at 30 June 2023 were recognised as "Members' Contribution" in Your Library Ltd at 1 July 2023, reflecting the rights and interests of the member councils—Knox City Council, Maroondah City Council, and Yarra Ranges Council—in the new entity. Under the Your Library Agreement, member councils retain specific rights to direct the transfer of assets contributed to the library in the event of an exit or winding up, ensuring that the assets continue to serve the community's interests.

Refer to Note 24 for further details regarding the transfer of operations from ERLC to the Company.

### 1.3 Comparative Information

The 2024 financial statements include comparative information from 2023, which reflects the operations of Eastern Regional Libraries Corporation (ERLC) before its transition to Your Library Ltd. The comparatives have been included on the basis of continuity, as Your Library Ltd is effectively a continuation of the same library services under a new legal structure.

Although the legal entity providing the services has changed, the nature, objectives, and operations of the library services have remained consistent. Your Library Ltd continues to serve the same community needs, with the member councils—Knox City Council, Maroondah City Council, and Yarra Ranges Council—retaining their commitment to support library services. This approach helps users of the financial statements better understand the library's ongoing activities, financial history, and the seamless transition of operations.

Additionally, the net assets of ERLC as at 30 June 2023 were transferred to Your Library Ltd and recognised as "Members' Contribution" in the new entity. Including comparatives provides users with a comprehensive view of the entity's financial continuity and ongoing commitment to library services.

## 1.4 Statement of Compliance

These general-purpose financial statements have been prepared in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, Australian Accounting Standards – Simplified Disclosure and other authoritative pronouncements issued by the Australian Accounting Standards Board (AASB), and comply with other requirements of the law.

The Company does not have ‘public accountability’ as defined in AASB 1053 *Application of Tiers of Australian Accounting Standards* and is therefore eligible to apply the ‘Tier 2’ reporting framework under the AAS.

These financial statements comply with the recognition and measurement requirements of AAS, the *Australian Charities and Not-for-profits Commission Act 2012*, and the presentation requirements in those AAS as modified by AASB 1060 *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* and the disclosure requirements of AASB 1060. Accordingly, the financial statements comply with Australian Accounting Standards – Simplified Disclosures.

## Note 2 MATERIAL ACCOUNTING POLICY INFORMATION

### 2.1 Basis of Accounting

Accounting policies are selected and applied in a manner which ensures that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported. Accounting policies applied are disclosed in sections where the related balance or financial statement matter is disclosed.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement of fair value of selected non-current assets, financial assets and financial liabilities.

The presentation currency used in these financial statements is Australian dollars (\$). Amounts in these financial statements are stated in Australian dollars and rounded to the nearest thousand unless otherwise noted. The financial statements have been prepared on a going concern basis.

### 2.2 Goods and Services Tax (GST)

Income and expenses are recognised net of the amount of associated GST. Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the Statement of Financial Position.

### 2.3 Adoption of New and Revised Accounting Standards and New Accounting Standards for Application in Future Periods

The Company has adopted all new and revised Standards and amendments thereof and Interpretations effective for the current year that are relevant to the Company. None of these have had a material impact on the Company’s financial statements.

Certain new Australian Accounting Standards and interpretations have been published that are not mandatory for the 30 June 2024 reporting period. The Company assesses the impact of these new standards. As at 30 June 2024 there were no new accounting standards or interpretations issued by the AASB which are applicable for the year ending 30 June 2025 that are expected to impact the Company.

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.



### **Note 3 JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY**

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods. Judgements and assumptions made by management in the application of AAS's that have significant effects on the financial statements and estimates relate to:

- the determination of depreciation for plant, furniture, equipment and library materials (refer to Note 9)
- the determination of employee provisions (refer to Note 12)
- the determination of whether performance obligations are sufficiently specific so as to determine whether an arrangement is within the scope of AASB 15 *Revenue from Contracts with Customers* or AASB 1058 *Income of Not-for-Profit Entities* (refer to Note 4)
- the determination, in accordance with AASB 16 *Leases*, of the lease term, the estimation of the discount rate when not implicit in the lease and whether an arrangement is in substance short-term or low value (refer to Note 13).

The accounting policies and significant management judgements and estimates used, and any changes thereto, are identified at the beginning of each section where applicable and disclosed in further detail throughout these financial statements.

### **Note 4 REVENUE**

The Company recognises income from its main revenue streams as listed below:

- User charges, fees and fines
- Grants
- Contributions

In cases where the consideration is solely performance obligations under an enforceable contract and sufficiently specific to enable determination as to when the obligations are satisfied, the transaction is accounted for under AASB 15 *Revenue from Contracts from Customers*.

## 4.1 User Charges and Fees

	2024 \$'000	2023 \$'000
Meeting room hire	3	1
Printing and photocopying	96	39
Charges	11	15
Library merchandise	1	2
Events income	19	6
<b>Total user charges and fees</b>	<b>130</b>	<b>63</b>
<b>User charges and fees by timing of revenue recognition</b>		
User charges and fees recognised over time	-	-
User charges and fees recognised at a point in time	130	63
<b>Total user charges and fees</b>	<b>130</b>	<b>63</b>

User fees are payments received for library services such as printing and photocopying.

User charges are payments received for lost books and merchandise.

User charges, fees and fines are recognised as revenue at a point in time, when (or as) the performance obligation is satisfied.

User charges and fees does not have any contracts or performance obligations that are sufficiently specific and all revenue is recognised immediately under AASB 1058 *Income of Not-for-Profits*.

## 4.2 Grants

	2024 \$'000	2023 \$'000
Grants were received in respect of the following:		
<b>Summary of grants</b>		
Commonwealth funded grants	35	145
State funded grants	3,004	3,004
<b>Total grants received</b>	<b>3,039</b>	<b>3,149</b>
<b>(a) Operating Grants</b>		
<b>Recurrent - State Government</b>		
Public Libraries Grant Program	2,946	2,946
Premier's Reading Challenge	58	58
<b>Total recurrent operating grants</b>	<b>3,004</b>	<b>3,004</b>
<b>Non-recurrent - Commonwealth Government</b>		
Get Online Grant	35	145
<b>Total non-recurrent operating grants</b>	<b>35</b>	<b>145</b>
<b>Total operating grants</b>	<b>3,039</b>	<b>3,149</b>

When the Company receives government grants that are in the scope of AASB 1058 *Income of Not-for-Profit Entities* (being a transaction where the consideration paid to acquire an asset is significantly less than fair value principally to enable the Company to further its objectives), it performs an assessment to determine if the contract is 'enforceable' and contains 'sufficiently specific' performance obligations.

Where the consideration to acquire an asset is significantly less than the fair value principally to enable the Company to further its objectives, the transaction is accounted for under AASB 1058 where the Company:

- Recognises the asset in accordance with the requirements of other relevant applicable Australian Accounting Standards (e.g. AASB 9 *Financial Instruments*, AASB 16 *Leases*, AASB 116 *Property, Plant and Equipment* and AASB 138 *Intangible Assets*);
- Considers whether any other financial statement elements should be recognised ('related amounts') in accordance with the relevant applicable Australian Accounting Standard including:
  - Contributions by owners (AASB 1004 *Contributions*)
  - A lease liability (AASB 16 *Leases*)
  - Revenue, or a contract liability arising from a contract with a customer (AASB 15)
  - A financial instrument (AASB 9 *Financial Instruments*)
  - A provision (AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*).
- Recognises income immediately in profit or loss for the excess of the initial carrying amount of the asset over any related amounts recognised.

## 4.3 Contributions

	2024 \$'000	2023 \$'000
Monetary (refer to Note 18(a)(i))	11,590	11,199
<b>Total contributions</b>	<b>11,590</b>	<b>11,199</b>

Consideration for monetary contributions received from Member Councils is solely a performance obligation under an enforceable contract (Library Agreement) and is sufficiently specific to enable determination as to when the obligation has been satisfied. Monetary contributions are therefore accounted for under AASB 15 and are recognised as revenue as the performance obligation is satisfied.

## 4.4 Other Income

	2024 \$'000	2023 \$'000
Interest	113	25
Other	121	70
<b>Total other income</b>	<b>234</b>	<b>95</b>

Interest is recognised as it is earned.

Other income is measured at the fair value of the consideration received or receivable and is recognised when the Company gains control over the right to receive the income.



## Note 5 EXPENSES

Expenses are recognised as they are incurred and reported in the financial year to which they relate.

### 5.1 Employee Costs

	2024 \$'000	2023 \$'000
Wages and salaries	8,060	8,090
WorkCover	100	37
Superannuation		
Superannuation Funds	843	781
Defined Benefit Plans (Vision Super)	90	112
Fringe benefits tax	8	34
Annual leave	594	699
Long service leave	63	152
Other leave	175	119
<b>Total employee costs</b>	<b>9,933</b>	<b>10,024</b>

Employee Costs include all costs related to employment including wages and salaries, fringe benefit tax, all leave entitlements and WorkCover premiums.

Wages and salaries include payments to key management personnel, permanent and casual employees as salaries, allowances, overtime, weekend penalties, casual loading and termination payments.

Refer to Note 23 for further information relating to the Company's superannuation obligations.

### 5.2 Materials and Services

	2024 \$'000	2023 \$'000
Office administration	749	703
Information technology	610	622
Library consumables	396	354
Contract payments	193	201
Insurance	83	79
Repairs and maintenance	70	14
Consultants	15	66
Utilities	2	8
<b>Total materials and services</b>	<b>2,118</b>	<b>2,046</b>

## 5.3 Depreciation

	2024 \$'000	2023 \$'000
Library materials	1,782	1,800
Furniture and equipment	224	320
Plant	5	9
<b>Total depreciation</b>	<b>2,011</b>	<b>2,129</b>

## 5.4 Amortisation - Right of Use Assets

	2024 \$'000	2023 \$'000
Property	129	147
<b>Total amortisation - right of use assets</b>	<b>129</b>	<b>147</b>

## 5.5 Assets Written Off

	2024 \$'000	2023 \$'000
Assets written off	10	264
<b>Total assets write off</b>	<b>10</b>	<b>264</b>

## 5.6 Finance Costs – Leases

	2024 \$'000	2023 \$'000
Interest - Lease Liabilities	30	23
<b>Total finance costs</b>	<b>30</b>	<b>23</b>

## 5.7 Audit Expenses

	2024 \$'000	2023 \$'000
Auditor's remuneration - VAGO - audit of the financial statements	54	47
<b>Total other expenses</b>	<b>54</b>	<b>47</b>

## Note 6 CASH AND CASH EQUIVALENTS

	2024 \$'000	2023 \$'000
Cash at bank	3,388	2,770
<b>Total cash and cash equivalents</b>	<b>3,388</b>	<b>2,770</b>

Cash and cash equivalents include cash on hand, deposits at call, and other highly liquid investments with original maturities of three months or less, net of outstanding bank overdrafts.

## Note 7 TRADE AND OTHER RECEIVABLES

	2024 \$'000	2023 \$'000
<b>Current</b>		
<i>Statutory receivables</i>		
Net GST receivable	71	105
<i>Non statutory receivables</i>		
Accounts receivable	21	-
Security deposit	8	8
TFN withholding receivable	52	-
<b>Total current trade and other receivables</b>	<b>152</b>	<b>113</b>
<b>Total trade and other receivables</b>	<b>152</b>	<b>113</b>

Short term receivables are carried at invoice amount. A provision for expected credit loss is recognised when there is objective evidence that an impairment has occurred. Long term receivables are carried at amortised cost using the effective interest rate method.

## Note 8 OTHER ASSETS

	2024 \$'000	2023 \$'000
Prepayments	181	347
<b>Total other assets</b>	<b>181</b>	<b>347</b>



## Note 9 PLANT, FURNITURE, EQUIPMENT AND LIBRARY MATERIALS

### Summary of Plant, Furniture, Equipment and Library Materials

	2024 \$'000	2023 \$'000
Library materials - at cost	12,979	13,021
Less: Accumulated Depreciation	(8,117)	(8,166)
	<b>4,862</b>	<b>4,855</b>
Furniture and equipment - at cost	2,663	2,278
Less: Accumulated Depreciation	(1,459)	(1,239)
	<b>1,204</b>	<b>1,039</b>
Plant - at cost	69	49
Less: Accumulated Depreciation	(13)	(17)
	<b>56</b>	<b>32</b>
<b>Total Plant, Furniture, Equipment and Library Materials</b>	<b>6,122</b>	<b>5,926</b>

### Reconciliation of the opening and closing balances of Plant, Furniture, Equipment and Library Materials for 2024

	Library materials \$'000	Furniture and equipment \$'000	Plant \$'000	Work in progress \$'000	Total \$'000
<b>As at 1 July 2023</b>					
At cost	13,021	2,278	49	74	15,422
Accumulated depreciation	(8,166)	(1,239)	(17)	-	(9,422)
<b>Total as at 1 July 2023</b>	<b>4,855</b>	<b>1,039</b>	<b>32</b>	<b>74</b>	<b>6,000</b>
<b>Movements in cost</b>					
Additions	1,799	315	42	-	2,156
Disposal	(1,840)	-	(21)	-	(1,861)
Write-off	(10)	-	-	-	(10)
Transfers	-	74	-	(74)	-
	<b>(51)</b>	<b>389</b>	<b>21</b>	<b>(74)</b>	<b>285</b>
<b>Movements in accumulated depreciation</b>					
Depreciation and amortisation	1,782	224	5	-	2,011
Accumulated depreciation of disposals	(1,841)	-	(10)	-	(1,851)
	<b>(59)</b>	<b>224</b>	<b>(5)</b>	<b>-</b>	<b>160</b>
<b>Total as at 30 June 2024 represented by:</b>					
At cost	12,979	2,663	69	-	15,711
Accumulated depreciation	(8,117)	(1,459)	(13)	-	(9,589)
<b>Total as at 30 June 2024</b>	<b>4,862</b>	<b>1,204</b>	<b>56</b>	<b>-</b>	<b>6,122</b>

### ***Transfer of Assets from ERLC***

As part of the transition from Eastern Regional Libraries Corporation (ERLC) to Your Library Ltd on 1 July 2023, the original cost and accumulated depreciation of the assets have been carried forward. This approach was adopted to maintain continuity of the library services and provide comparability in the financial statements between 2023 (ERLC) and 2024 (Your Library Ltd).

In accordance with the Your Library Agreement, the assets transferred from ERLC were recognised at their original cost and accumulated depreciation values as at 30 June 2023. These assets will continue to be depreciated over their remaining useful lives according to the Company's depreciation policy.

### ***Acquisition***

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date.

In accordance with the Company's policy, the threshold limits have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

	<b>Depreciation Period</b>	<b>Threshold Limit</b>
<b><i>Asset recognition thresholds and depreciation periods</i></b>		<b>\$'000</b>
<b>Plant, furniture, and equipment</b>		
Furniture and equipment	3 - 10 years	5,000
Plant	6 - 10 years	5,000
<b>Library materials</b>		
Paperbacks	3 years	
Audio cassettes	3 years	
eBooks	3 years	
Audio books	4 years	
Games	4 years	
CD rom	5 years	
Videos and DVDs	6 years	
Library books and other hardbacks	8 years	
Adult and junior reference	10 years	

### ***Library books***

Library books and other assets withdrawn from circulation and consequently disposed are written back against accumulated depreciation and cost based on an average cost of books.

### ***Assets contributed by Member Councils***

Assets contributed by Member Councils on formation of the Company were valued at fair value being the value assigned to the assets by those Councils.

***Depreciation and amortisation***

All plant, furniture, equipment, library materials and intangible assets having Ltd useful lives are systematically depreciated over their useful lives to the Company in a manner which reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

Where assets have separate identifiable components that are subject to regular replacement, these components are assigned distinct useful lives and residual values and a separate depreciation rate is determined for each component.

Straight line depreciation is charged based on the residual useful life as determined each year.

Depreciation periods used are listed above and are consistent with the prior year unless otherwise stated.

***Impairment of assets***

At each reporting date, the Company reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the asset carrying value. Any excess of the asset carrying value over its recoverable amount is recognised as an impairment loss in the statement of profit or loss and other comprehensive income.

***Repairs and maintenance***

Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation

## Note 10 INTANGIBLE ASSETS

	2024 \$'000	2023 \$'000
Corporate software	23	26
<b>Total intangible assets</b>	<b>23</b>	<b>26</b>
	<b>Corporate Software \$'000</b>	<b>Corporate Software \$'000</b>
<b>Gross carrying amount</b>		
Balance at the beginning of the year	37	62
Corporate software write off	-	(25)
<b>Balance at the end of the year</b>	<b>37</b>	<b>37</b>
<b>Accumulated amortisation and impairment</b>		
Balance at the beginning of the year	10	32
Amortisation expense	3	4
Adjustments	-	(26)
<b>Balance at the end of the year</b>	<b>13</b>	<b>10</b>
<b>Net book value at the end of the year</b>	<b>23</b>	<b>26</b>

Intangible assets with finite lives are amortised as an expense on a systematic basis over the asset's useful life. Amortisation is generally calculated on a straight line basis, at a rate that allocates the asset value, less any estimated residual value over its estimated useful life. Estimates of the remaining useful lives and amortisation method are reviewed at least annually, and adjustments made where appropriate.

## Note 11 TRADE AND OTHER PAYABLES

	2024 \$'000	2023 \$'000
<b>Current</b>		
<i>Non-statutory payables</i>		
Trade payables	149	98
Accrued expenses	30	7
Salaries accruals	262	219
Superannuation payable - defined benefits	27	22
<b>Total current trade and other payables</b>	<b>468</b>	<b>346</b>



## Note 12 PROVISIONS

	2024 \$'000	2023 \$'000
<b>Employee provisions</b>		
<b>Current</b>		
Annual leave	640	766
Long service leave	96	1,312
<b>Total current provisions</b>	<b>736</b>	<b>2,078</b>
<b>Non-current</b>		
Long service leave	1,110	-
<b>Total non-current provisions</b>	<b>1,110</b>	<b>-</b>

### **Annual leave**

A liability for annual leave is recognised in the provision for employee benefits as a current liability because the Company does not have an unconditional right to defer settlement of the liability. Liabilities for annual leave are measured at:

- nominal value if the Company expects to wholly settle the liability within 12 months
- present value if the Company does not expect to wholly settle within 12 months.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at the present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

### **Long service leave**

Liability for long service leave (LSL) is recognised in the provision for employee benefits. Unconditional LSL is disclosed as a current liability as the Company does not have an unconditional right to defer settlement. Unconditional LSL is measured at nominal value if expected to be settled within 12 months or at present value if not expected to be settled within 12 months. Conditional LSL that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non-current liability and measured at present value.

Discount rates are based on Group of 100 Discount Rate published by Milliman Research.

<b>Key assumptions - Annual leave:</b>	<b>2024</b>	<b>2023</b>
Weighted average discount rate	2.31%	2.07%
Weighted average index rate	2.50%	2.49%
<b>Key assumptions - Long service leave:</b>		
Weighted average discount rate - current	5.01%	3.51%
Weighted average discount rate - non-current	5.19%	4.07%
Weighted average index rate - current	2.31%	2.50%
Weighted average index rate - non-current	2.50%	2.50%

## Note 13 LEASES

At inception of a contract, the Company assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To identify whether a contract conveys the right to control the use of an identified asset, it is necessary to assess whether:

- The contract involves the use of an identified asset;
- The Company has the right to obtain substantially all of the economic benefits from use of the asset throughout the period of use; and
- The Company has the right to direct the use of the asset.

This policy is applied to contracts entered into, or changed, on or after 1 July 2019.

As a lessee, the Company recognises a right-of-use asset and a lease liability at the lease commencement date. The right-of-use asset is initially measured at cost which comprises the initial amount of the lease liability adjusted for:

- any lease payments made at or before the commencement date less any lease incentives received; plus
- any initial direct costs incurred; and
- an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located.

The right-of-use asset is subsequently depreciated using the straight-line method from the commencement date to the earlier of the end of the useful life of the right-of-use asset or the end of the lease term. The estimated useful lives of right-of-use assets are determined on the same basis as those of property, plant and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if any, and adjusted for certain measurements of the lease liability.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, an appropriate incremental borrowing rate. Generally, the Company uses an appropriate incremental borrowing rate as the discount rate.

Lease payments included in the measurement of the lease liability comprise the following:

- Fixed payments
- Variable lease payments that depend on an index or a rate, initially measured using the index or rate as at the commencement date;
- Amounts expected to be payable under a residual value guarantee; and
- The exercise price under a purchase option that the Company is reasonably certain to exercise, lease payments in an optional renewal period if the Company is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless the Company is reasonably certain not to terminate early.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Under AASB 16 *Leases*, the Company as a not-for-profit entity has elected not to measure right-of-use assets at initial recognition at fair value in respect of leases that have significantly below-market terms.

***Right-of-Use Assets***

	Property	Property
	2024	2023
	\$'000	\$'000
Balance at 1 July 2023	611	61
Additions	-	697
Amortisation charge	(129)	(147)
<b>Balance at 30 June 2024</b>	<b>482</b>	<b>611</b>

***Lease Liabilities***

	2024	2023
	\$'000	\$'000
Maturity analysis - contractual undiscounted cash flows		
Less than one year	147	143
One to five years	417	565
<b>Total undiscounted lease liabilities as at 30 June:</b>	<b>564</b>	<b>708</b>

**Lease liabilities included in the Statement of Financial Position at 30 June:**

Current	124	627
Non-current	389	-
<b>Total lease liabilities</b>	<b>513</b>	<b>627</b>

## Note 14 MEMBERS' EQUITY

	2024	2023
	\$'000	\$'000
The net assets of the joint venture:	-	3,689
<i>The percentage equity share of making up this joint venture is as follows:</i>	%	%
Yarra Ranges Shire Council	-	38.72
Knox City Council	-	36.39
Maroondah City Council	-	24.89
	-	100.00

The Members' Equity presented in 2023 reflects the net assets of Eastern Regional Libraries Corporation prior to its transition to Your Library Limited. As of 2024, this Members' Equity balance has been reclassified to "Members' Contribution" (see Note 15) following the agreement to transfer all assets, liabilities, and equity from Eastern Regional Libraries Corporation to Your Library Limited.

For 2024, Your Library Limited, a company limited by guarantee, means that the member councils—Knox City Council, Maroondah City Council, and Yarra Ranges Council—can no longer hold a direct ownership interest in the equity. However, the councils retain contractual rights as outlined in the Your Library Agreement, allowing them to direct the transfer of net assets under certain conditions (see Note 15).

## Note 15 MEMBERS' CONTRIBUTION

As outlined in the Your Library Agreement, the net assets of Eastern Regional Libraries Corporation as at midnight on 30 June 2023, totalling \$6.816 million, have been recognised as 'Members' Contribution' in the balance sheet of Your Library Ltd as of 1 July 2023.

	2024	2023
	\$'000	\$'000
Members' Contribution	6,816	-
<i>The percentage share of the Members' Contribution is as follows:</i>	%	%
Yarra Ranges Shire Council	38.72	-
Knox City Council	36.39	-
Maroondah City Council	24.89	-
	100.00	-

These percentages align with the councils' initial contributions and equity balances from the Eastern Regional Libraries Corporation, now transferred and reflected in Your Library Limited. As outlined in the Your Library Agreement, member councils retain certain rights regarding the net assets contributed. Specifically, in the event of a council exiting the company, they have the right to direct the transfer of their proportionate share of net assets held for the benefit of their respective Local Government Areas, subject to the terms of the agreement.



## Note 16 ACCUMULATED SURPLUS

	2024 \$'000	2023 \$'000
Balance at beginning of the financial year	-	5,243
Surplus/(deficit) for the year	705	(180)
Transfer from member's equity	-	-
Distributions to member councils	-	(1,936)
<b>Balance at end of the financial year</b>	<b>705</b>	<b>3,127</b>

As part of the transition from Eastern Regional Libraries Corporation to Your Library Limited, the member councils—Knox City Council, Maroondah City Council, and Yarra Ranges Council—resolved to recognise the net assets of ERLC at 30 June 2023 as Members Contributions on 1 July 2023 (see Note 15).

The closing accumulated surplus balance at 30 June 2024 reflects the 2023-24 financial performance of Your Library Limited.

## Note 17 KEY MANAGEMENT PERSONNEL

This note sets out the information about the remuneration of key management personnel. Apart from the details disclosed in this note, no key management personnel has entered into a material contract with the Company and there were no material contracts involving any key management personnel's interest existing at year end.

Key management personnel (KMP) are those people with the authority and responsibility for planning, directing and controlling the activities of the Company.

The Company's directors, Chief Executive Officer and/or Acting Chief Executive Officer are considered as KMP. The Company's directors does not receive any remuneration for their services as Board members.

Remuneration comprises employee benefits including all forms of consideration paid, payable or provided by the Company, or on behalf of the Company, in exchange for services rendered. Remuneration of Key Management Personnel and Other senior staff is disclosed in the following categories.

**Short-term employee benefits** include amounts such as wages, salaries, annual leave or sick leave that are usually paid or payable on a regular basis, as well as non-monetary benefits such as allowances and free or subsidised goods or services.

**Other long-term employee benefits** include long service leave, other long service benefits or deferred compensation.

**Post-employment benefits** include pensions, and other retirement benefits paid or payable on a discrete basis when employment has ceased.

**Termination benefits** include termination of employment payments, such as severance packages.

	2024 \$'000	2023 \$'000
The remuneration of key management personnel included in "employee costs" (see Note 5.1) are as follows:		
Short-term employee benefits	250	197
Other long-term employee benefits	7	5
Post-employment benefits	24	21
Termination benefits	126	-
<b>Total</b>	<b>407</b>	<b>223</b>

## Note 18 RELATED PARTY TRANSACTIONS

	2024 \$'000	2023 \$'000
<b>(a) Transactions with related parties</b>		
During the period, the Company entered into the following transactions with related parties:		
<b>(i) Contributions</b>		
<b>Monetary contributions</b>		
Knox City Council	4,312	4,500
Yarra Ranges Shire Council	4,245	3,900
Maroondah City Council	3,033	2,799
<b>Total monetary contributions</b>	<b>11,590</b>	<b>11,199</b>

Contributions from the above three Councils are received in approximately equal quarterly instalments throughout the year. Contributions are received during the months of July, October, January and April.

Monetary contributions are recognised as revenue when the Company obtains control over the contributed asset.

### Library Branch Premises

The three Member Councils provide and maintain the premises in their municipalities to operate library branches free of charge.

### (ii) Distributions

<b>Monetary distributions</b>		
Knox City Council	-	924
Yarra Ranges Shire Council	-	1,012
Maroondah City Council	-	-
<b>Total monetary distributions</b>	<b>-</b>	<b>1,936</b>

### (b) Outstanding balances with related parties

There were no reportable balances outstanding at the end of the reporting period in relation to transactions with related parties.

### (c) Loans to/from related parties

No loans have been made, guaranteed or secured by the Company to a related party during the reporting year.

### (d) Commitments to/from related parties

No transactions other than the Council contributions, remuneration payments or the reimbursement of approved expenses were entered into by the Company with key management personnel or related parties during the reporting year.

## Note 19 CONTINGENT ASSETS AND LIABILITIES

Contingent assets and contingent liabilities are not recognised in the Statement of Financial Position, but are disclosed and if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable, respectively.

### Contingent liabilities

Contingent liabilities are:

- possible obligations that arise from past events, whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Company; or
- present obligations that arise from past events but are not recognised because:
- it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation; or
- the amount of the obligation cannot be measured with sufficient reliability.

The Company is occasionally met with claims and demands allegedly arising from incidents that occur on premises used by the Company. The Company carries \$600 million of public liability insurance and has an excess of \$2,500 per claim on this policy. Therefore, the maximum liability of the Company in any single claim is the extent of the excess. The primary insurer is MAV insurance. There are no claims that the Company is aware of which would fall outside the terms of the Company's policy.

The Company is not aware of other contingent liabilities or contingent assets as at 30 June 2024 (2023: None).

### Defined benefit superannuation scheme

The Company has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists. At this point in time, it is not known if additional contributions will be required, their timing or potential amount. The Company has not received a funding request as at the date of this report.

## Note 20 FINANCIAL INSTRUMENTS

	Note	2024 \$'000	2023 \$'000
<b>Categories of financial instruments</b>			
<b>Financial assets</b>			
<b>Financial assets held at amortised cost</b>			
Cash and cash equivalents	6	3,388	2,770
Trade and other receivables (excluding statutory receivables)	7	81	8
<b>Total financial assets held at amortised cost</b>		<b>3,469</b>	<b>2,778</b>
<b>Total financial assets</b>		<b>3,469</b>	<b>2,778</b>
<b>Financial liabilities</b>			
<b>Financial liabilities measured at amortised cost</b>			
Trade and other payables (excluding statutory payables)	11	468	346
Lease liabilities	13	513	627
<b>Total financial liabilities measured at amortised cost</b>		<b>981</b>	<b>973</b>
<b>Total financial liabilities</b>		<b>981</b>	<b>973</b>



## Note 21 COMMITMENTS

Commitments are not recognised in the Statement of Financial Position. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

The Company has entered into the following commitments:

	2024 \$'000	2023 \$'000
<b>Rent</b>		
Less than one year	162	157
More than one year and less than two years	167	162
More than two years and less than five years	293	460
<b>Total rent commitment</b>	<b>622</b>	<b>779</b>
<b>Cleaning contract</b>		
Less than one year	21	20
<b>Total cleaning contract commitment</b>	<b>21</b>	<b>20</b>
<b>Subscriptions</b>		
Less than one year	221	199
<b>Total subscriptions commitment</b>	<b>221</b>	<b>199</b>
<b>Summary of commitments</b>		
Less than one year	404	376
More than one year and less than two years	167	162
More than two years and less than five years	293	460
<b>Total commitments</b>	<b>864</b>	<b>998</b>

## Note 22 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES TO SURPLUS/(DEFICIT)

	2024 \$'000	2023 \$'000
<b>Surplus/(deficit) for the year</b>	705	(180)
<i>Items not involving cash</i>		
Loss on disposal assets	-	6
Depreciation/amortisation	2,143	2,280
Finance costs - leases	30	23
Assets written-off	10	264
<i>Change in assets and liabilities:</i>		
(Increase)/decrease in trade and other receivables	(39)	(105)
(Increase)/decrease in other assets	166	(347)
Increase/(decrease) in trade and other payables	122	(159)
(Decrease)/increase in provisions	(232)	29
<b>Net cash provided by operating activities</b>	<b>2,905</b>	<b>1,810</b>

## Note 23 SUPERANNUATION

The Company makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. The Company also makes employer contributions to various other funds of employees' choice. Obligations for contributions to these Funds are recognised as an expense in the Statement of Profit or Loss and Other Comprehensive Income when they are made or due.

### Accumulation

The Fund's accumulation category, Vision MySuper/Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2024, this was 11% as required under Superannuation Guarantee (SG) legislation (2023: 10.5%)).

### Defined benefit

The Company does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan. There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of Your Library Ltd in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119. Your Library Ltd makes superannuation contributions to the defined benefit category of the fund at rates determined by the Trustee on the advice of the fund's actuary.

Defined Benefit plans are required by law to have an actuarial investigation at least once every three years. The vested benefit position is reviewed on a quarterly basis and The Vested Benefit Index (VBI) of the Defined Benefit category was 105.4% as at 30 June 2024

## Note 24 SUBSEQUENT EVENTS

No matters have occurred after balance date that require disclosure in the financial report.

## Note 25 TRANSFER OF OPERATIONS

Your Library Ltd (the Company) assumed responsibility for providing library services previously managed by Eastern Regional Libraries Corporation (ERLC) on 1 July 2023. This transition was as result of the Local Government Act 2020, which required all library corporations to be wound up within ten years from 1 July 2021.

On 27 June 2022, Knox City Council, Maroondah City Council, and Yarra Ranges Council resolved, pursuant to Section 110(1) of the Local Government Act 2020, to participate in the formation of, and become founding members of, Your Library Ltd, a public company limited by guarantee, under the terms outlined in the Your Library Ltd Constitution. The member councils also resolved that Your Library Ltd would continue to provide library services using the same operational model as ERLC, as set out in the Your Library Agreement executed on 26 June 2023.

To facilitate the transition to the new company, ERLC established Your Library Ltd on 3 October 2022. ERLC ceased its operations on 30 June 2023 and entered the voluntary liquidation process in accordance with Section 330 of the Local Government Act 2020. The liquidation of ERLC was completed on 16 September 2024, and the formal dissolution is scheduled for 16 December 2024. The financial statements for 2023 reflect the final year of ERLC's operations before the transfer to Your Library Ltd.

The transfer from ERLC to Your Library Ltd occurred at midnight on 30 June 2023, with all assets and liabilities being transferred at their fair value as of that date. Additionally, all employees of ERLC were transferred to Your Library Ltd under the provisions of the ERLC Enterprise Agreement No. 10. Your Library Ltd began its operations on 1 July 2023.

As outlined in the Your Library Agreement, the closing net assets of ERLC at 30 June 2023, totalling \$6.816 million, was recognised as "Members' Contribution" in the balance sheet of Your Library Ltd at 1 July 2023. This reclassification confirms the continued financial commitment of the member councils—Knox City Council, Maroondah City Council, and Yarra Ranges Council—and their contractual rights to direct the transfer of the net assets in the event of an exit or winding up, even though they no longer hold a direct equity interest.

## Visit us

### **KNOX LIBRARIES**

**Bayswater Library**  
Shop 26, Mountain High  
Shopping Centre  
7-13 High Street, Bayswater

**Boronia Library**  
Park Crescent, Boronia

**Ferntree Gully Library**  
1010 Burwood Hwy  
Ferntree Gully

**Knox Library | Ngarrgoo**  
Level 3, Westfield Knox  
425 Burwood Hwy  
Wantirna South 3152

**Miller's Homestead**  
Dorrigo Dr & Melrose Ct  
Boronia

**Rowville Library**  
Stud Park Shopping Centre  
Stud Road, Rowville

### **MAROONDAH LIBRARIES**

**Croydon Library**  
5 Civic Square  
Croydon

**Realm Library**  
Ringwood Town Square  
179 Maroondah Hwy  
Ringwood

### **YARRA RANGES LIBRARIES**

**Belgrave Library**  
Reynolds Lane, Belgrave

**Healesville Library**  
110 River Street, Healesville

**Lilydale Library**  
Building L5, Box Hill Institute  
Lilydale Lakeside Campus  
Jarlo Drive, Lilydale

**Montrose Library**  
935 Mount Dandenong  
Tourist Road, Montrose

**Mooroolbark Library**  
7 Station Street  
Mooroolbark

**Yarra Junction Library**  
1A Hoddle Street  
Yarra Junction

### **COMMUNITY READING ROOMS**

**Mt Evelyn Reading Room**  
50 Wray Crescent  
Mount Evelyn

**Monbulk Reading Room**  
Monbulk Living and  
Learning Centre  
21 Main Road, Monbulk

**Yarra Glen Reading Room**  
45 Bell Street, Yarra Glen

## Contact us

### **ADMINISTRATION**

10 Caribbean Drive  
Scoresby 3179

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### **ONLINE**

**[yourlibrary.com.au](http://yourlibrary.com.au)**