



**Goldfields  
Library  
Corporation**



# ANNUAL REPORT 2019/20

Goldfields Library Corporation would like to acknowledge the support of our four member councils:



North Central Goldfields Regional Library Corporation  
(trading as Goldfields Library Corporation)

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Copies of this report are available at the Corporation's Administration Hub. It can also be accessed electronically at [www.ncgrl.vic.gov.au](http://www.ncgrl.vic.gov.au)

This Annual Report is printed on 100% recycled paper.







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# Message from our Chair & CEO

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The 2019-20 Annual Report will stand unique as a record of the first time that the public libraries of the Goldfields Library Corporation have closed their doors to the community for any extended period.

The year had focussed on inclusion in our libraries, involving and engaging people from all walks of life, in library life.

We also wanted to make sure that libraries reflected our communities, we wanted people to be able to find themselves in our collection and programs and displays. We wanted to show off and celebrate the diversity of who we are and make sure that everyone knew they were welcome.

Suddenly, with COVID-19, we found ourselves in the position of taking the precautionary measure of closing libraries as part of a nation-wide shutdown of services. The pandemic has stunned most people in its ability to so deeply affect our way of life, and closing the doors of our libraries was a truly difficult moment. Many staff had tears in their eyes. All felt the shock of locking those doors, unable to know when we would open them again.

The very thing that had been the bedrock of our library service was suddenly out of bounds. We could not move books around in the community.

Within a week though, we had moved many programs online and now have a rich and diverse set of offerings as part of our YouTube channel.

Our social media presence ramped up, Facebook streaming of events and Storytimes became commonplace.

The use of our eLibrary collections jumped by tens of thousands of uses, with some services seeing increases of 300-400 per cent within weeks.

We adapted rapidly. We found ways to engage with our patrons. The community followed, and we all got on with a new way of accessing libraries.

This report is a fantastic opportunity to tell the story of our libraries and the communities who use and support the service, no matter what. The impact we had and the support we received from our communities at a time of need was uplifting and overwhelmingly positive.

Our libraries have been some of the most used and highest performing in the state, but the COVID-19 pandemic has given us the opportunity to show that libraries are so much more than high statistics on loans and visits though. This report is a unique opportunity to share the human impact of our libraries at a time when community perhaps have needed them most.

We would like to thank the Board for their support and absolute belief that libraries are so important in supporting local community. We would also like to express our gratitude to our member councils for their support and significant investment in public libraries which has enabled us to continue to offer the high standard of service provision to our communities. This investment is a reflection of the esteem our councils have for the communities they serve and lead.

Finally, the achievements and impact of Goldfields Libraries is a reflection of the people that live within its area: staff, visitors, volunteers, supporters and stakeholders. We thank each and every one of you for your dedication and passion for our libraries.

See you in your local library, soon.



**Cr Cheryl McKinnon**  
Chair



**Mark Hands**  
Chief Executive Officer

# About the Corporation

The North Central Goldfields Regional Library Corporation (trading as Goldfields Library Corporation) was established in January 1996 to provide library services to the City of Greater Bendigo, Loddon Shire, Macedon Ranges Shire and Mount Alexander Shire.

The Corporation delivers services to communities located along the Calder Highway from Boort to Gisborne covering an area of 12,979 km<sup>2</sup>. With around 90 staff, the service provides for a community of 195,000 people and has a collection of more than 270,000 items. The service is coordinated from an administration hub located in the Bendigo Library.

## Our Vision

Goldfields Libraries: where communities explore, engage and create.

## Our Mission

We will enrich our communities by providing:

- Welcoming and inclusive spaces
- Friendly, helpful and knowledgeable staff
- Access to information, collections and technology
- Programs for learning, creativity and recreation

## Our Priorities

- Sense of community and liveability of the region
- Economic prosperity and employment
- Literacy, learning and education
- Community health, wellbeing and fairness
- Responsible governance and sustainable decision making

## Our Values

### Respect

- We listen to people without interruption or judgement
- We have empathy for others and value our differences
- We build trust through taking an equitable and fair approach

### Integrity

- We take responsibility for our work and are committed to doing our best
- We support others to achieve their best
- We are consistent in our approach

### Collaboration

- We support each other and work as a team
- We seek and consider new ideas and opinions
- We are inclusive and communicate openly

### Commitment to learning

- We challenge ourselves and support our colleagues in learning new skills
- We provide opportunity to be introduced to new ways of thinking and new ideas
- We seek to learn from each other

### Adaptability

- We are responsive to our community and consider our diverse backgrounds, cultures and abilities
- We embrace new ways of doing things
- We are innovative and progressive in order to consistently achieve excellence



● Branches

📍 Agencies

● Loddon Shire

● City of Greater Bendigo

● Mount Alexander Shire

● Macedon Ranges Shire



# Overview

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Goldfields Libraries are dynamic, welcoming spaces that thrive on connecting community with information, stories and ideas, as well as connecting our community members to one another. As an organisation, we see our community as family and the library as our shared lounge room.

Libraries remain fundamentally about physical spaces where people can come and meet or be alone, and our core business remains to provide information through a range of options including physical books, film, free internet, computers, programs and audiobooks.

A worldwide pandemic forced the closure of both our physical spaces and the loaning of physical items across the region, removing two of the key pillars of library services that have existed for centuries.

**COVID-19 closures presented an enormous challenge both for us as an organisation and for our communities as we went from an average of more than 20,000 visits and 20,000 loans per week to absolutely zero.**

In response, we have worked hard to shift our way of providing libraries for our community. Our member councils have worked alongside us to support our team and to provide an opportunity for libraries to be involved in helping our communities every step of the way.

Our member councils invest significantly in library services in our region. We work in partnership with them to ensure our library service delivers a range

of resources and activities aimed at aligning with our combined strategic objectives.

Most importantly, we have worked hard to ensure our patrons are aware of what they can access through the library and what we might have available online. We have supported those with difficulty navigating the digital world to help them gain access to everything we have on offer.

Our library buildings remain our collective community loungerooms, but in the final four months of this 2019/20 year, we've worked hard to bring the library to your loungeroom.

## Our Key Focus Areas

Our libraries are highly utilised and valued by the community. The key areas through which we deliver services include:

- Collections
- Programs
- Technology
- Spaces
- Partnerships & Engagement
- Our People
- Good Governance



# Our communities

Goldfields Libraries oversees nine library branches and eight agency services across the region. Each library service is a little different, reflecting its own community.

With a growing commitment to the concept of community hubs, understanding future library service needs is important. Libraries can often be key tenants and generators of significant community activity and engagement as part of community hub spaces, and can assist in delivering on multiple Council and regional priorities. To that end, Kangaroo Flat Library has opened at a new site as part of a precinct that includes other services such as community health, recreation and leisure, preschool and older adult support services. In this context, the library can add value to a range of services and can also ensure that the local community are aware of the other important services close by.

The COVID-19 pandemic has effectively closed libraries for many months, reducing the value our buildings hold for our community, but that hasn't stopped opportunities presenting themselves to work with and for our region to engage people in story, learning, entertainment and new ideas. During this time of global pandemic, libraries have responded to offer our communities options other than physical spaces. Without question, the greatest emphasis remains on the services and collections provided and how they meet the needs of the local community. Whilst our library buildings may reflect one of several models through which a library service can be delivered, we've recognised that other support models such as home library service, joint developments with partners and increasingly, library websites and social media play a large part in connecting with people. The library service needs to fit into the bigger picture of what is happening in the community and how the many opportunities available can be harnessed to add value.

	City of Greater Bendigo	Macedon Ranges Shire	Mount Alexander Shire	Loddon Shire
<b>Population</b>	118,100	50,231	19,754	7,504
<b>Geographic area</b>	3,000 km <sup>2</sup>	1,747 km <sup>2</sup>	1,529 km <sup>2</sup>	6,694 km <sup>2</sup>
<b>Libraries</b>	<b>4 branches</b> (Bendigo, Eaglehawk, Heathcote & Kangaroo Flat)  <b>2 agencies</b> (Axedale & Elmore)	<b>4 branches</b> (Gisborne, Kyneton, Romsey & Woodend)	<b>1 branch</b> (Castlemaine)	<b>6 agencies</b> (Boort, Dingee, Inglewood, Pyramid Hill, Tarnagulla & Wedderburn)
<b>SEIFA Ranking (relative disadvantage)<sup>1</sup></b>	981 (towards disadvantage)	1060 (relative advantage)	995 (lower than Victorian average)	942 (relative disadvantage)
<b>Library members<sup>2</sup></b>	37%	40%	49%	10%
<b>Key demographics</b>	Third largest urban area in Victoria with growing population  Increasingly culturally, linguistically and ethnically diverse  Population ageing	Some townships growing rapidly (especially in the south)  Diverse set of communities (size and demographics)  Commuter corridor	Population growing  Ageing population  High levels of volunteering	Consistent population  Diverse communities – issues of isolation but also high connection to community  High levels of volunteering

<sup>1</sup> SEIFA: Socio-Economic Indexes for Areas, an Australian Bureau of Statistics product used to rank areas in Australia according to relative socio-economic advantage and disadvantage, based on five yearly Census data.

<sup>2</sup> Library members are those who have joined in the last two years and/or used their card to access computers or borrow an item in the past two years.



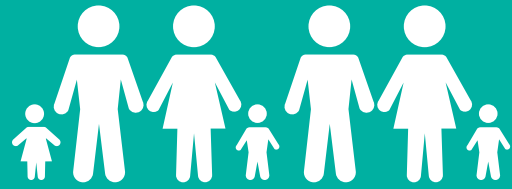


4

member councils



Photo: AJ Taylor Images



community of

195,589



17 libraries

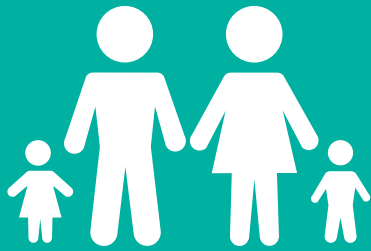
9 library branches, 8 library agencies



12,979km<sup>2</sup>

service delivery area

**1,023,638**  
visits



**74,829**  
members



**1,294,264**  
loans



**67%**  
increase in eAudio loans



**54,813**  
internet PC sessions



Photo: AJ Taylor Images



# Usage overview by location

Again, COVID-19 had a significant impact on major usage statistics. The closure of Castlemaine Library for an extended period of renovation in late 2019 and early 2020 also had a significant impact on Mount Alexander usage statistics. Usage of our eLibrary remained high however, even in this area, attention withdrew from library services in March and early April, as communities coped with the stress of the COVID-19 situation.

Wi-Fi usage also remained high and, in a more normal year, it is estimated that we would again have seen record use of the free Wi-Fi available in all our libraries.

Library	Members	Visits	Loans	Internet PC sessions	Wi-Fi	Program Attendance	Programs
<b>Website visits</b>	-	266,934	550,279	-	-	-	-
<b>City of Greater Bendigo</b>	43,039	463,639	392,474	31,496	48,512	16,949	567
<b>Mount Alexander Shire</b>	9,726	102,100	107,128	7,657	8,762	3,296	207
<b>Macedon Ranges Shire</b>	19,930	173,880	219,853	14,284	14,050	12,789	622
<b>Loddon Shire</b>	722	8,795	10,487	-	-	797	83
<b>Home Library Service</b>	1,412	1,516	14,043	376	186	575	83
<b>External Program Participation</b>	-	6,774	-	-	-	15,518	276
<b>Total Usage</b>	<b>74,829</b>	<b>1,023,638</b>	<b>1,294,264</b>	<b>54,813</b>	<b>71,474</b>	<b>49,924*</b>	<b>1,838</b>

\*Includes Facebook and YouTube channel views as attendance



# Three year overview

Indicator	2017/18	2018/19	2019/20	% change since last year	% change over last 3 years
<b>Population - regional (ABS ERP)</b>	188,731	192,460	195,589	2%	4%
<b>Library opening hours weekly</b>	356	356	356	0%	0%
<b>Agency opening hours weekly</b>	128.5	128.5	120	-7%	-7%
<b>Library floor space* (m<sup>2</sup>)</b>	5,846	5,936	5,936	0%	2%
<b>Staff EFT</b>	49.6	49.9	49.2	-1%	-1%
<b>Collection items</b>	288,302	286,407	278,753	-3%	-3%
<b>Public access internet computers</b>	126	128	131	2%	4%
<b>Activity</b>					
<b>Visits</b>	1,435,881	1,402,245	1,023,638	-27%	-29%
<b>Members</b>	67,818	69,507	74,829	8%	10%
<b>Collection utilisation</b>	1,733,874	1,652,414	1,294,264	-22%	-25%
<b>Computer bookings</b>	77,885	78,702	54,813	-30%	-30%
<b>Wireless internet access</b>	82,361	86,167	71,474	-17%	-13%
<b>Program attendance</b>	53,425	66,412	49,924	-25%	-7%
<b>Number of programs</b>	2,817	2,867	1,838	-36%	-35%
<b>Expenditure</b>					
<b>Total operating expenditure</b>	\$4,968,764	\$5,665,756	\$5,199,992	-8%	5%
<b>Total capital expenditure</b>	\$1,092,264	\$877,901	\$882,098	1%	-19%
<b>Capital expenditure on collections</b>	\$855,259	\$753,611	\$621,139	-18%	-27%
<b>Total collections expenditure</b>	\$1,337,311	\$1,189,807	\$1,034,908	-13%	-23%
<b>Total expenditure (excludes depreciation)</b>	\$6,061,028	\$6,542,847	\$6,082,090	-7%	0%
<b>Cost of Service</b>					
<b>Cost per loan</b>	\$3.50	\$3.96	\$4.70	19%	34%
<b>Cost per visit</b>	\$4.22	\$4.67	\$5.94	27%	41%
<b>Activity per Capita</b>					
<b>Loans per capita</b>	9.2	8.6	6.6	-23%	-28%
<b>Visits per capita</b>	7.6	7.3	5.2	-28%	-31%
<b>Activity per Staff Member</b>					
<b>Loans per EFT staff member</b>	34,936	33,115	26,306	-21%	-25%
<b>Visits per EFT staff member</b>	28,932	28,101	20,806	-26%	-28%
<b>Activity per Opening Hour</b>					
<b>Loans per operating hour*</b>	94	89	70	-22%	-25%
<b>Visits per operating hour*</b>	78	76	55	-27%	-29%

\*Excludes Agencies



This year has created an anomalous year of statistics, given the library was closed or had heavily restricted services for the final quarter of the financial year. With libraries closed from late March, statistics such as visitation, loans and program attendance are not easily comparable year on year.

That said, our use of online services increased rapidly, as a reflection of people staying at home and still wanting access and connection to our services.

It would appear that the gradual downward trend in the borrowing of physical collection continues although drawing solid conclusions in such a disrupted year is a challenge.



# Collections

## Highlights:

- 67 % increase in eAudio loans
- 36% increase in eBook & eMagazine loans
- 1,294,264 items loaned
- 32,900 new items added
- 273,600 minutes of movies, documentaries and TV viewed



## Accessible collections

This year has presented unprecedented challenges to our staff and demanded we rethink the accessibility of our collections to the community. With extended periods of closure, our libraries have had to adjust to servicing our communities with limited access to the physical collection and closed doors.

This year our staff responded to 210,471 information enquiries and the library reference and information database was accessed more than 208,000 times.

We have continued to refine and consolidate our offerings to ensure that we have the most accessible and well-rounded selection of databases and reference tools. This has enabled us to further support resources that are the most utilised and provide the most benefit to our community members. Britannica Online and The Computer School have been two of our best-performing databases, continuing the trend which sees our patrons upskilling and using verified information sources from their local library.

Emphasis has been placed on providing a well-rounded collection that is curated to cover all viewpoints and maintain the balance of available information in line with generating equal opportunity and presentation for the community.

## Responsive collections

Our libraries offer a wide range of physical and digital items, fiction and non-fiction books, magazines, newspapers, DVDs and audio to support our community with reading, literacy, learning, information and leisure. We encourage our community to help us build relevant collections by making purchase suggestions and encouraging local content. We are also guided by local trends and topics, working with our suppliers to enhance availability of titles.

The library collection continues to be refreshed with more than 32,900 new physical and digital items added throughout the year.

This year 876,452 physical collection items were loaned, and 417,812 digital items were accessed, downloaded or streamed. The demand for our eCollections, in particular, eBooks, eAudiobooks and eMagazines continues to grow.

**1,289,472**  
loans



eLoans = 417,812



Physical loans  
876,452



Kanopy has been one of our best performing streaming services since it was introduced in December 2018. It has proven to be extremely valuable to the community during COVID-19 lockdowns, with views from March to June 80 per cent higher than the previous quarter.

PressReader was added to our collection in September to enhance our online magazine and newspaper offerings. Usage has built quickly, with patrons and staff finding the interface simple to navigate with an excellent range of titles available. 391 issues were read in its first month. This has grown to 1050 in June 2020. With this addition, we have yet to see any fall in usage of our RB Digital Magazine platform, giving credence to the need for a variety of offerings of digital magazine and newspaper content.

In response to the tragic bushfires that impacted many communities across Victoria in January, we purchased a selection of titles around the theme of bushfires for all ages. This ranged from mental health and wellbeing titles to bushfire survivor biographies. A suggested reading list was also generated for staff to assist with queries.

## Inclusive collections

Goldfields Libraries continues to work towards a welcoming and inclusive collection that reflects our communities and provides the opportunity for community connection and growth.

There has been a particular focus this year on connecting our collection to programming and key celebration dates. This has included displays, both in-branch and online, for International Women's Day, Harmony Day and Refugee Week to encourage wider reading and greater connection to all areas of our community.

Aligned with our planned 'Proud to Be Me' Storytime (unable to run due to COVID-19 closures), additional collection items, children's picture books in particular, were purchased to enable more diverse displays around the topic of rainbow families and the importance of being your authentic self. These picture books have also made fabulous additions to the collection as it has filled a theme gap and allows families to see themselves reflected in stories.



## Shared collections

As we move into a more digital way of living, databases and online content have become more important than ever before. With the overload of information that is available, we have worked towards tailoring our collections, databases and eCollections to reflect the best that there is to offer.

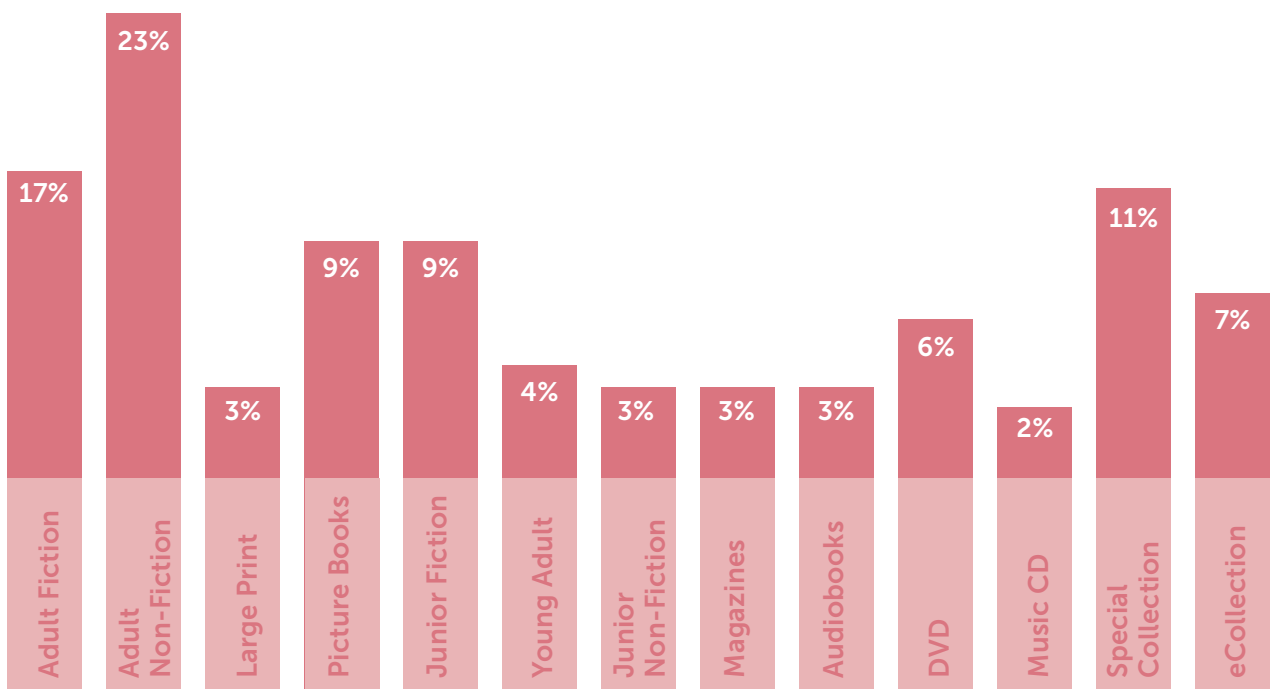
We have begun consolidating our eResources by analysing usage statistics and content availability of similar products across our service. Through this work we have been able to expand well-utilised resources to enable further access to content, shorter wait periods and less community confusion when selecting desired resources and databases. Key to this has been the BorrowBox platform which has seen a 51 per cent increase in usage from 2018/19.

Story Box Library has become a staple for many of our community members over this past year, but particularly during the pandemic. It has provided access to read-aloud stories during a time when libraries have been unable to provide face-to-face Storytimes. It has also allowed for a greater range of representation of stories and presenters, with highlighted authors from all backgrounds and walks of life.



As we have refined our Storytime offerings, Story Box Library has become a valuable supplement for families looking for additional content and literacy and learning activities.

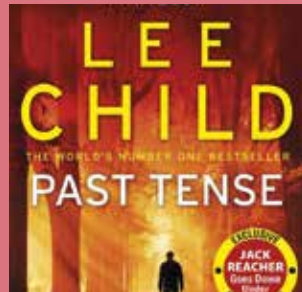
## Collection size by type





eLibrary by section / area	2018/19 usage	2019/20 usage	% change
eBooks and eMagazines	79,916	101,424	+26.9%
eLearning	160,253	144,231	-9.9%
eAudio and streaming	109,134	140,490	+99.9%
Databases	48,558	31,667	-34.7%
<b>Total combined usage</b>	<b>397,861</b>	<b>417,812</b>	<b>+5%</b>

## Most Popular Adult Fiction



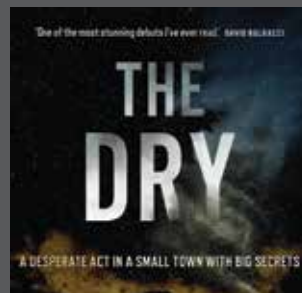
Lee Child  
*Past Tense*



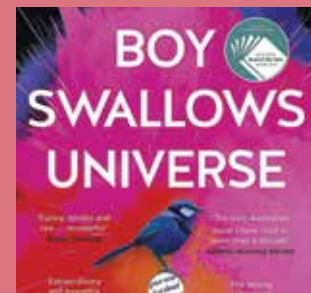
Jane Harper  
*The Lost Man*



Liane Moriarty  
*Nine Perfect Strangers*

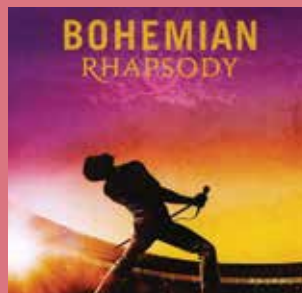


Jane Harper  
*The Dry*



Trent Dalton  
*Boy Swallows Universe*

## Most Popular DVDs



Adult  
*Bohemian Rhapsody*



Junior  
*Shaun the Sheep Movie*

# Programs & Events

## Highlights:

- Sustainable Summer
- Talking Justice seminar
- Be Connected program
- Stage School Australia Regional Tour presenting 'Suessical' and 'Chicken Licken'
- Transition to online programming during Coronavirus pandemic



Programs and events reach into each corner of our region and offer valuable engagement and interaction with our communities, providing information, learning and inspiration for all ages. In our increasingly diverse and challenging world our programs offer connection and a place to belong – we value the difference we can make whether it be large or small.

Program planning occurs on a quarterly seasonal basis informed by six key strategic program themes.

- Early years learning
- Supporting school years
- Reading culture
- Digital literacy and emerging technologies
- Family and local history
- Wellbeing and creativity

Above all, we seek to encourage the value of reading as a lifelong skill and pleasure.

The Coronavirus pandemic required us to respond nimbly, successfully transitioning to monthly planning in an online format, and to all programs and events being delivered online.

## Early years learning

Pre-school Storytime forms the backbone of our programming for children under five, fostering a love of literature, language and learning in young families. Each week of school term some 30 sessions of Baby Rhyme Time, Toddler Time and Storytime are delivered by skilled library presenters across 14 sites. We also regularly offer special Storytimes for key

dates and activities such as 'Harrison's Song Storytime Special' featuring 2013 Voice winner Harrison Craig (in partnership with Bendigo Communities for Children and The Dolly Parton Imagination Library) and Little World Storytime (bilingual storytimes).

Children's Services staff visit kindergartens, playgroups and childcare centres, and participate in community festivals and family fun days. We work with Maternal and Child Health staff to connect with new parents, providing each with a new board book for their baby.

While COVID-19 impacted on our ability to provide face-to-face early years programs, Storytime presenters responded flexibly, recording Storytimes for Facebook and YouTube and utilising Zoom for more interactive sessions.

**“** *Your team are doing an AMAZING job with Storytimes. It is SO important for our communities to be seeing the familiar faces – we watch the library staff that we know – may as well watch Playschool otherwise. We are using these storytimes at all our facilitated playgroups each week. I share my screen and we all watch together. I see the kids singing and clapping along and totally engrossed in the stories. Please continue! Also we LOVE the new Acknowledgement of Country.”*

Susie, Stronger Families Stronger Children, Loddon Shire

## Supporting school years

We have many points of connection with school-aged children, their families and teachers seeking to make their local libraries inviting, accessible and stimulating.

Schools are encouraged to visit, and we also visit them. Children's Book Week is a highlight, showcasing the best of Australian children's literature and offering literature-based events. This year, Bendigo Library supported Book Week Buzz in partnership with the City of Greater Bendigo and hosted the fabulous Stig Wemyss for readings of author Andy Griffiths' work.

School Holiday Programs take place each term break at all libraries and selected library agencies. We offer 30+ sessions each program including performances, workshops, craft, movies and STEM activities, experiencing high uptake. A highlight was a regional tour By Stage School Australia performing 'Suessical' and 'Chicken Licken', enabling regional children to experience quality live theatre performed by young people. Converting to an online format has been challenging and our output greatly reduced, however we are improving; hosting performers, authors and workshops and creating our own activity videos.

The Summer Reading Club takes place over the long summer break to encouraging recreational reading and consolidate reading skills. It looked a little different this year with the ceasing of a national approach and the creation of our own! Over 350 children registered, with 314 returning their completed Reading Challenge booklets. 3,140 books were read, and a pleasingly balanced gender split was represented.

STEM programs continue to be a priority with our growing collection of resources travelling around the region. Programs include Kano for Kids (computer building and coding), Lego Mindstorm Robotics (robot building and coding), Minecraft Lab (communal and educational video game playing), Little Bang Discovery Club (science series for parent and child), 3D Pens (Inspiring Victoria grant), Eggs Alive (chicken incubation) and Mini Science Fairs.



## Reading culture

We love connecting readers to authors. We hosted 30 author events across the year.

While publishers seek us out to host authors with new releases, we also engage popular, quirky and interesting authors of our choice as well as supporting our local talent.

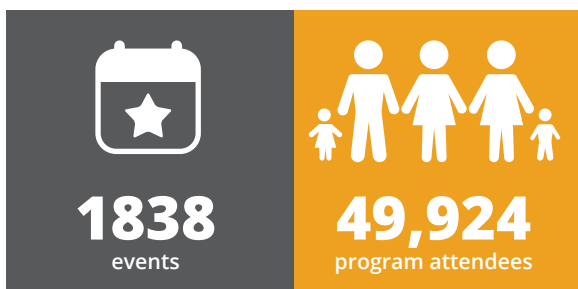
Popular author events included:

- **Laura Waters:** *Be WILDered*
- **John Brierty:** *Pilgrims Guide to the Camino de Santiago*
- **Denise Jepson and Barbara Maund:** *The Pleasures of Dry Climate Gardening*
- **Robyn Annear:** *Nothing New*
- **Peter Drew:** *Poster Boy*
- **Adam Courtenay:** *The Ghost and the Bounty Hunter*

Since COVID-19, author events have been streamed live on Zoom and YouTube with the positive spin-off of many subsequent views post-event.

We participated in two reader development campaigns supported by the Australian Library and Information Association (ALIA): Library Lover's Day, and The Australian Reading Hour.

Activities included a Silent Reading Party @ The Taproom in Castlemaine and Read Under the Rock at the Hanging Rock Café, organised by our Woodend team.





## Digital literacy and emerging technologies

It can be difficult to keep pace with the demand for digital learning and assistance, particularly for seniors and our more vulnerable community members – this has been exacerbated by COVID-19. All locations offer I.T. help in the form of small one-on-one pre-booked sessions for specific requests.

We continue to offer Online Learning Workshops on popular topics such as eBooks, Ancestry.com, online courses, reading apps, eSmart tips etc. Guest presenters have included Stef Cola of Doomsday Tuna who ran a workshop on Digital Legacy: Online Life After Death, and Consumer Affairs Victoria for a Scam Savvy workshop.

Robotics for adults has continued to be popular offering a fun learning experience.

We have greatly benefited from partnerships and grants designed to assist in bridging the digital divide for older people. We partnered with Public Libraries Victoria and Telstra to deliver a 'Social Seniors' series at Bendigo, Boort, Kyneton and Woodend. We have received several significant grants from the Australian Government's Be Connected program with the aim of increasing online skills and confidence for people aged over 50. These grants have enabled the training of in-house digital mentors plus regular workshops

and support for people accessing the Be Connected portal, a treasure trove of interactive learning activities, training, web apps and how-to videos.

## Family and local history

Interest in family and local history research and programs continues to be high, supported by our local genealogical groups. We run regular workshops featuring online databases and Castlemaine Library run a successful monthly series 'Family History Detective'.

The Discovering History series presented in partnership with La Trobe University and the Bendigo Regional Archives Centre has gone from strength to strength during COVID-19 reaching a whole new audience with its online delivery.

Special events have included local Eaglehawk historian Bev Hanson with her talk 'Built to Last' about the historic buildings of Eaglehawk and author Jill Giese talking about her book *The Maddest Place on Earth*, an exploration of Victoria's early lunatic asylums, and winner of the Victorian Premier's History Award 2018.





## Wellbeing and creativity

We like to think of our libraries as our communities' loungeroom, a place for people to gather, connect, learn and refresh. We embrace this concept with programs both large and small for all sectors of our diverse community.

Smaller programs have included macramé, giant knitting, book-making, origami, ukulele workshops and Bilingual Storytime. We celebrated Reconciliation and NAIDOC Weeks, Talk Like a Pirate Day, Seniors Month and International Games Week. We enjoyed outdoor Tai Chi and a Traditional Welcome from the Central Victorian Lion Team for Chinese New Year.

Larger events included Immersive Science III with Swinburne University of Technology, our final Write on the Fringe Festival and My New Neighbour Stories in partnership with Loddon Campaspe Multicultural Service and Amnesty International.

A Sustainable Summer series in partnership with the City of Greater Bendigo featured high-profile speakers Millie Ross, Simon Rickard, Clare Parry and

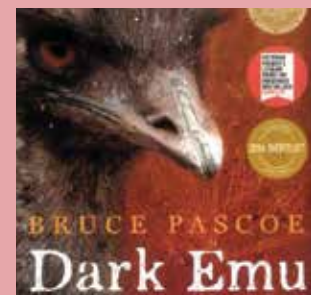
Sue Gerdson. Our largest event was hosted just prior to lockdown in the Bendigo Town Hall in partnership with the Loddon Campaspe Community Legal Centre. Over 400 people were challenged, informed, and stimulated at this Talking Justice Seminar on the topic of Press Freedom in Australia featuring Annika Smethurst (News Corp), Richard Ackland (The Saturday Paper) and Jon Faine (formerly ABC Radio Melbourne).

While we look forward to being able to offer face-to-face programs again, we will take some learnings from our online programming. These include the ability for post-event views of high-profile speaker events on YouTube, the broadening of our audience beyond one location, the ability to engage speakers and authors we would not normally have access to, and the building of connection and community through Zoom workshops. So, while our program levels have been reduced of necessity, we do have some silver linings.

## Most Popular Adult Non-Fiction



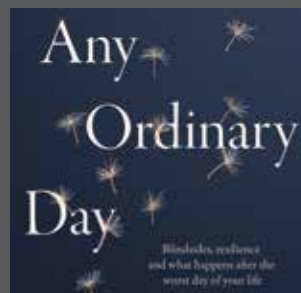
Scott Pape  
*The Barefoot Investor*



Bruce Pascoe  
*Dark Emu*



Michelle Obama  
*Becoming*



Leigh Sales  
*Any Ordinary Day*



Sarah Krasnostein  
*The Trauma Cleaner*

# Technology

## Highlights:

- 54,813 Computer Bookings
- 71,474 Wi-Fi sessions
- 30 Terabytes of data downloaded
- NBN services installed at Gisborne and Eaglehawk
- Physical library servers replaced
- Server software updated to improve security
- Multi-Factor Authentication deployed to protect library networks
- Cloud backup solutions deployed



Goldfields Libraries' patrons continued to depend on technology in so many aspects of our service delivery. For many patrons, we continue to be the only way for them to bridge the digital divide to access devices, by either using library Wi-Fi or public computers. This was highlighted when we opened after the first COVID-19 lockdown and patrons who had no access to digital communities during lockdown were on our doorstep ready to regain their digital identity. One patron was able to reconnect with his wife who was still in lockdown overseas. He hadn't spoken to her in two months and had no way to communicate with her other than using a library public computer.

As our state went into lockdown, we were able to leverage our IT systems to remain connected with our communities while still working smart and protecting our staff. Our programming and Storytime staff developed online content within days, staying connected with our communities. We had such incredible feedback from patrons including from children who moved overseas and had connected with their Storytime presenter in Australia.

As well as using our social media, library website and email to stay connected, we also changed our phone system so our digitally disadvantaged patrons could leave messages. Staff were able to access these messages from home and call patrons back to

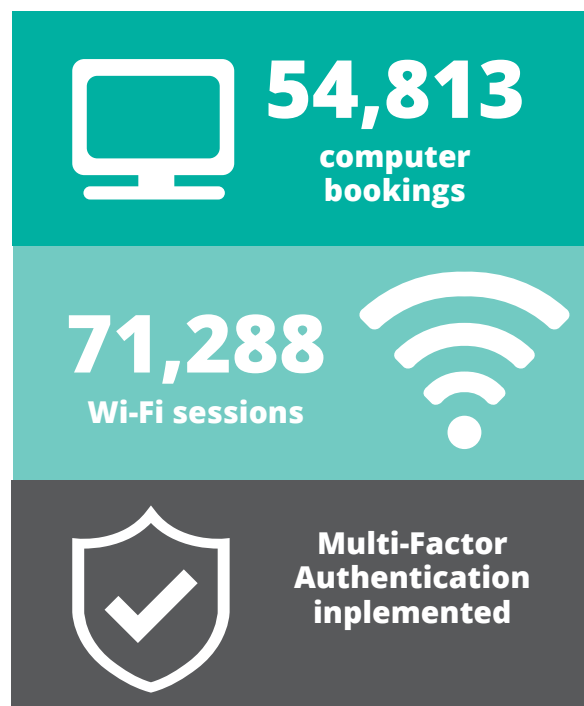
connect. As one branch manager has highlighted "staff stepped up to contact vulnerable people in our communities to provide some connection at a stressful time"

Over the last year, we have continued to deploy solutions using cloud technologies via Office365. Staff have embraced the new tools at their disposal and when COVID-19 restrictions began, we already had the tools to rapidly change our work practices. Using a combination of Microsoft Teams and deploying laptops normally used for digital program delivery, we had enough resources to shift our staff to working from home very quickly. As with any new way of working some staff found it challenging while others have found that the new tools have improved ways teams communicate.

**“** For a team that is spread across 9 sites and 4 shires, it's proved an incredibly useful resource enabling regular team meetings, the sharing of ideas and resources, and ensuring staff are abreast of the ever-changing pandemic-related safety protocols and advice.”

I.T. supported all staff to transition to working from home, helping staff to set up library equipment as well as integrating home devices to connect to library networks. Security of library networks has continued to be a priority and the deployment of Multi-Factor-Authentication using mobile phones has added a layer of assurance that our networks are secured. I.T. responded to nearly 600 internal help desk tickets for the year supporting staff directly. We have also deployed a backup cloud solution of our Office365 files as a disaster recovery protection.

Normal replacement of equipment was completed. The highlight this year occurred when we aligned our physical server replacement to a single purchase. This project was planned over several years to align server interfaces with our network-attached storage. Previously, servers had been replaced over two years to spread the cost, but this had caused issues with different server generations having compatibility issues. Three servers were replaced, and network connections were changed from fibre, switching to a 10 Gig switch directly interfaced to our network storage. This configuration has given us a far more robust network including greater redundancy if systems fail, and a major cost-saving by deploying a smarter configuration.



CEO Mark Hands and Itty Bitty the cat during a virtual Microsoft Teams meeting.



# Spaces

## Highlights:

- 748,414 library visits
- 266,934 website visits
- 32,840 eLibrary visits
- Kyneton Library upgrade project complete (Refurbished staff workroom, meeting space and entrance).
- Kangaroo Flat Library relocated to the new, renovated site
- Castlemaine Library refurbishment complete (New floor and fresh paint).
- Bendigo Library carpet replaced. Plans to improve safety and engagement of the children's and performance spaces is underway



## Accessible eLibrary and online information

We continue to provide opportunities for our patrons to acquire skills and participate in the ever-growing digital space. With increasing requirements of digital literacy for access to society and its systems, our work supporting patrons in the space is growing. We actively support patrons to access the digital world in our branches, and also facilitate access to a world of resources including eBooks, audiobooks, music and movies, via our eLibrary.

As a result of the COVID-19 pandemic and the physical isolation this has created, online services have become more relevant than ever. In response to this need, we have prioritised the provision of digital support and training to re-connect patrons and broader community members.

Online visits refer to the number of visits to our website. Online visitation was keeping relatively steady before the pandemic was announced and we experienced a dip in overall contact with patrons, both online and physical.

**Website views**

**45%** ↑  
home page views

**49%**  
other page views

**6%**  
eLibrary views

As referenced in the collection's usage report, eLibrary popularity has increased. To assist in the increase in website visits and improvement of effectively delivering services online, a project has commenced to address potential barriers users face when accessing, or locating the website and content within.



## Welcoming and flexible physical spaces

An overall declining trend in physical library visits coincides with the reduction in physical collection utilisation.

Our libraries offer beautiful and welcoming spaces which facilitate connection, safety, learning and support the information, education, cultural and recreational needs of local communities. We do this through a variety of different delivery models depending on the size, needs and resourcing available to our various communities. Models include:

- Full-time library facilities at Bendigo, Castlemaine, Gisborne, Kangaroo Flat, Kyneton, Romsey and Woodend.
- Part-time library facilities at Eaglehawk and Heathcote.
- Co-location with Council and other community services at Romsey and Woodend
- Agency libraries co-located in community hubs at Axedale, Boort, Dingee, Elmore, Inglewood, Pyramid Hill, Tarnagulla and Wedderburn

- eLibrary Resources provide 24/7 access to library information, catalogue and eCollections (see Collections)
- Bendigo Library includes the Bendigo Regional Archive Centre (BRAC) and is a partnership between the Public Record Office of Victoria, City of Greater Bendigo and Goldfields Library Corporation

Through these outlets, we provide free access to extensive collections, computers and the internet, programs, knowledgeable staff and spaces to read, research, relax and connect with others.

With the future of library spaces trending towards co-location with relevant community services continuing to gain traction across the country, the City of Greater Bendigo is making plans to maximise access to community services in a similar manner.

Kangaroo Flat Library will evolve into the Kangaroo Flat Community Hub, Heathcote Library will become part of an overall Civic Precinct Project, and the Eaglehawk Library is a potential tenant for the Peter Krenz Centre renovations.

Each of these projects highlights the value libraries bring to the broader civic services discussion.



**BENDIGO**



**CASTLEMAINE**



**EAGLEHAWK**



**GISBORNE**



**HEATHCOTE**



**KANGAROO FLAT**



**KYNETON**



**ROMSEY**



**WOODEND**

# Community Based Services

## Highlights:

- Extra vehicle acquired enabling extra staff visits to agencies
- Heathcote upgrade works complete (wall removal and new service desk).
- 1,442 children at Storytimes
- 14,000+ items delivered via the Home Library Service



Goldfields Libraries' Community Based Services team provide library services to smaller rural communities via eight library agencies and one part-time library branch; support volunteering across the organisation; administer the Home Library Service; and oversee the collection float across the Corporation's 17 library locations.

## Library Agencies

Library agencies are located within the Loddon Shire and City of Greater Bendigo communities of Axedale, Boort, Dingee, Elmore, Inglewood, Pyramid Hill, Tarnagulla and Wedderburn. They vary from five-day per week co-located services within neighbourhood houses, to one-session per week services run with volunteer support within multi-purpose community halls. Our large agency van was traded-in for two smaller vehicles this year, enabling an increase in library staff visits (and programs and collection rotation) at our busier locations.

Library agencies are valued community assets, providing a physical collection of books, DVDs, magazines and audiobooks, as well as website access for eLibrary services and the reservation of items from Goldfields Libraries' vast catalogue. Agencies also offer a variety of programs for children and adults. Although physical spaces have not been accessible during COVID-19 related closures, library agency patrons have continued to be supported: to access the eLibrary and resources, to attend online programs and Storytime sessions and with IT-related help. Library agency staff have also collaborated with early years organisations to provide playgroups and new parents' groups with facilitated online storytime sessions, helping to build literacy and social cohesion even in these challenging times.

“ That was brilliant this morning. Six families in total joining in and the feedback from everyone was amazing. Lots of noise and lots of interaction on Zoom. I was quite surprised they all attended for so long! I think it is a real reflection of everyone wanting some connections again!”

The success of the agencies can be attributed to the strong collaborative partnerships with local organisations and the incredible band of supporting volunteers.

“ I love the community involvement, social interaction, exchange of local info via the library agency. Also the social contact and the various activities that bring people in eg: the scam savvy, macrame etc.”

## Heathcote Library

Heathcote Library has seen a steady increase in borrowing and community use – driven by a focus on engagement activities (both online and in-person) and a huge growth in programs for children and adults alike. This year it underwent minor building works to improve accessibility, including removal of a wall and installation of a new circulation desk and door. A community survey was also conducted to inform planning for extending opening hours to meet growing demand.

## Home Library Service

The Home Library Service operates across all four member shires, delivering books and library paraphernalia to housebound individuals within the community or aged care facilities. With approximately 180 recipients on our books at any one time across the organisation, this year in excess of 1,500 deliveries were made via a combination of courier service, volunteers and staff, with over 14,000 items borrowed by this cohort. When this service was put on hold due to COVID-19 restrictions, staff continued to make contact – calling every Home Library recipient each month for a friendly chat and an update. Recipients were grateful to have such contact at this time.

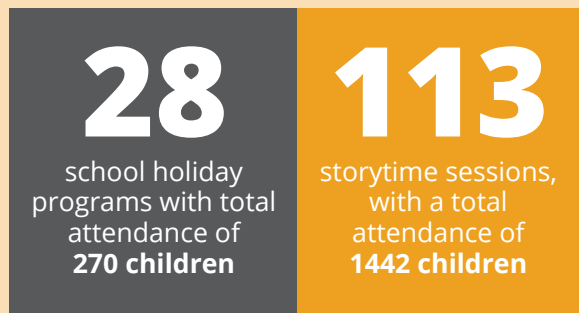
## Volunteers

Volunteers make an enormous contribution to our vision and mission – and of course the communities in which we operate. In addition to the ongoing role volunteers play in supporting the operation of our library agencies, this year we've seen our volunteer body grow across the region, supporting Home Library or branch based tasks in most of our libraries. A number of volunteer training and celebration sessions were held throughout the year.

Goldfields Libraries extends its gratitude and thanks to all volunteers!

## Supporting early years literacy

Supporting early years literacy and learning has been a priority for the Community Based Services team as many of our remote areas fare poorly on the SEIFA scale (see page 8). This year, library agencies and Heathcote Library combined have delivered:



Given the small communities in which we operate, these numbers are particularly heartening.

These figures do not include the suite of online Storytime sessions delivered since March, in lieu of on-site offerings. A new library member with her three-month-old baby visited Heathcote Library upon reopening after the first lockdown and spoke to our Storytime presenter. *'You don't know us, but we know you! You've been our saviour during COVID-19 – thank you so much!!'* We think these words about our online storytimes from a vulnerable new mum speak volumes!



**AXEDALE**



**BOORT**



**DINGEE**



**ELMORE**



**INGLEWOOD**



**PYRAMID HILL**



**TARNAGULLA**



**WEDDERBURN**



# Bendigo Regional Archives Centre (BRAC)

## Highlights:

- BRAC's busiest quarter in operational history was recorded
- New BRAC website was launched
- Tours of the Hargreaves Street and Nolan Street repositories were held
- 'Locating the Women of Bendigo' interactive online exhibition was launched for International Women's Day
- 'Langston Street in Fifteen Objects' exhibition at Bendigo Library

## LANGSTON STREET IN FIFTEEN OBJECTS

A BRAC EXHIBITION

10 - 29 OCTOBER



## Engagement, promotion and access

The first quarter of 2019/20 was BRAC's busiest quarter ever – with almost 200 patrons and over 600 record retrievals in just 25 days open. Many tourists see BRAC as a key destination for family history research and we saw an increase in overseas and interstate patrons making the journey to BRAC.

At BRAC, every day exposes incredible stories and remarkable people. To highlight just how much history is right beneath our feet, regardless of how sleepy we think our street might be, BRAC selected Langston Street – at random – to design an exhibition around and inspire our regional communities to consider exploring the secrets of their own street or house. The stories of trailblazers, renowned artists, sportspeople, migrants, musicians and more resonated with over 500 visitors. Many current owners of Langston Street properties visited, including one man who brought treasures belonging to previous owners he found under the floorboards while renovating. The exhibition catalogue remains on our website and is downloaded regularly.

To celebrate International Women's Day, Locating the Women of Bendigo was launched online and featured an interactive map plotting the places where some of Bendigo's most fascinating women have grown up, lived, worked and played across time. This exhibition was extremely popular and has provided consistent engagement with the community, especially throughout COVID-19 closures.

**500**

visitors to Langston Street exhibition



**48.5%** ↑

users in first quarter



**58%** ↑

records ordered



**6%** ↑

total interactions/  
enquires

## Providing a collaborative hub for research

Significant research has been undertaken at BRAC this year in the areas of family history, house and business history, historical crimes, child mortality, typhoid and other diseases, agricultural history, soil and mine capping, manufacturing, gas works and more. Research has been completed by individuals, family groups, genealogical societies, heritage consultants, archaeologists, local government staff, university students, primary school teachers and students and others.

Rosie travelled from Coffs Harbour, NSW to spend the day researching family history at BRAC:

“

*I was very impressed with the excellent resources and the professionalism and friendly assistance from the ladies. Very excited about the information I was able to find”*

## Retaining and caring for state archives and community records

Bendigo Regional Archives Centre (BRAC) is a joint partnership between the City of Greater Bendigo, the Public Record Office of Victoria (PROV) and the Goldfields Library Corporation. BRAC is a Class A Place of Deposit (POD) and is qualified to care for permanent public records as specified in the *Victorian Public Records Act 1973*. BRAC's state of the art repositories care for our region's precious heritage in optimal conditions that meet strict levels of compliance, ensuring long term preservation and access for many generations to come.



# Engagement

## Highlights:

- Acknowledgment of Country Policy developed and implemented
- Community consultation and analysis of the new Kangaroo Flat Library development.
- Original Aboriginal art commission for Kangaroo Flat Library.
- Welcoming Multicultural Libraries videos produced outlining library services and introductions in language.
- Young people in libraries consultation and recommendations complete
- Transition to online services during COVID-19, and the development of new services for the socially isolated or digitally un-connected



## Celebrating our multicultural communities

Engagement with our multicultural communities has been a major strategic focus for the 2019-20 year, supported by the City of Greater Bendigo (CoGB) through its Cultural Diversity and Inclusion Plan. In addition to the production of library welcome videos, we:

- Developed new partnerships including Loddon Campaspe Multicultural Services, Catherine McAuley College (has a lot of students from newly arrived migrant communities), CoGB Intercultural Ambassadors, Karen community.
- Delivered a variety of cultural competency training for our staff and communities

## Our Cultural Stories

Goldfields Libraries, along with the City of Greater Bendigo, is proud to provide a special series of events and activities celebrating our many cultural stories and embracing our community as a place where all belong. Inspired by 1.6 Billion Ways to be Muslim exhibition.





- Participated in state-wide Multicultural Libraries Special Interest Group; local Refugee Resettlement Group; and COGB's Cultural Diversity and Inclusion Strategy Evaluation and Renewal Committee.
- Developed and explored possibilities for new multicultural collections
- Delivered cultural celebrations through programs and events including:
  - Little World Storytimes across the region, co-facilitated by library staff and cultural champions
  - Catherine McAuley College newly arrived migrant students story-telling and community mentoring project, and exhibition with launch event
  - 1.6 Billion Ways to be Muslim travelling photographic exhibition and associated programming. Large community launch event in partnership with Bendigo Islamic Community and CoGB and with funding from the State Government and CoGB.



## Engagement out and about

### Australian Reading Hour - Read Under the Rock

Woodend Library hosted Australian Reading Hour at the Hanging Rock Café in September. This is just one example of our librarians out and about in their communities promoting literacy and lifelong learning. Those attending explored Hanging Rock and then joined the Reading Hour for morning tea at the Hanging Rock Café. This was no 'silent reading hour!' Whether it was reading their own books, chatting or discovering and reading the piles of new books from the Library, everyone enjoyed the morning.



## Coronavirus response: March – June 2020

Library closures due to Coronavirus required us to adapt our services quickly. Changes led by the engagement team (with an expanded team including branch staff working from home) included:

- All programs and events transitioned online.
- Website redevelopment to provide an enriched, accessible, activity-based 'Library in your Loungeroom'.
- 'How-to' guides were developed and promotions increased to support people to use the eLibrary.
- Development of services to support vulnerable community members and those not digitally connected during Coronavirus including 'Libraries Reach Out; Ask a Librarian; Finding Connection (an invitation for adults to be read to over the phone); and Be Connected (device loans and digital mentoring to over 50's to support them in becoming more digitally connected – supported by Federal Government).
- Development of a 'Life in Lockdown' project, providing an opportunity for the community to reflect on and share their experiences of this moment in time. This recording of social history in the making will, over time, be a blog, an exhibition and a book.

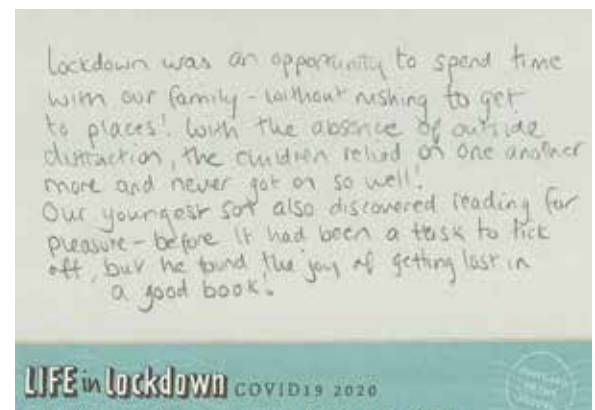
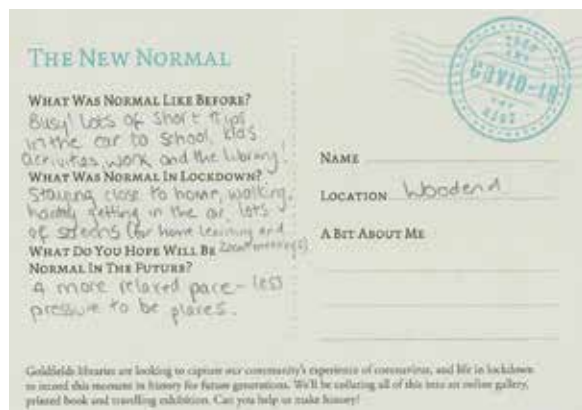
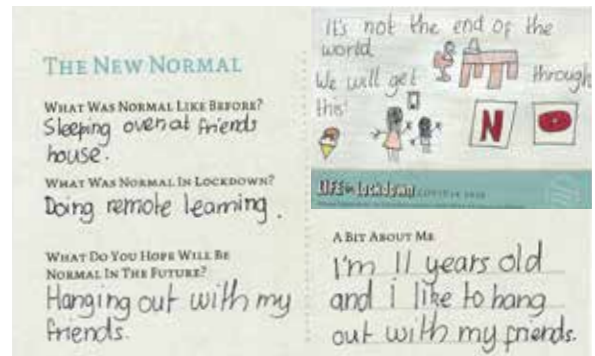
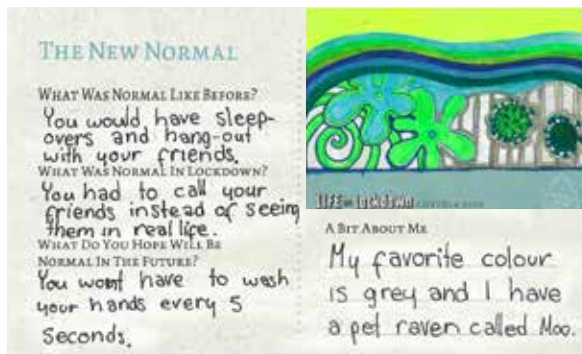
“ Everyone who received a phone call was absolutely delighted to hear from our staff. They felt like they'd not been forgotten, and they were so pleased to have a personal update on where things were at, and a chat in general about how they were coping without the library, and with the lockdown restrictions. They were genuinely touched by this simple form of connection.”

Jess, Castlemaine Library Manager

From March – June 2020 our library staff delivered:







### First patron welcomed back at Castlemaine after the first Lockdown - Ritchie

Ritchie Jones has been coming to the Castlemaine Library since he was 14 years old – now he's 87! That's a solid 73 years of library patronage, week in and week out. So of course Ritchie was the first back through the door when we opened again on June 9. He was thrilled to be able to choose some reading material again.

After we posted this on social media, *The Age* newspaper caught wind of it and thought this story was delightful – they interviewed Ritchie and included him (and his picture!) in their major story about libraries re-opening across the state.





## Communications

Our communications and marketing activity continues to increase, utilising a range of digital and traditional mediums.

### Digital Communications

With more and more of our lives taking place in the digital realm, it's no surprise that our social media engagement continues to rise. This year, we saw support for our Facebook pages increase by 38 per cent.

Facebook events continue to gain a steady following with events this year reaching 237,000 people. This represents an increase of around 20 per cent from last year, even with impacts of COVID-19.



COVID-19 saw our Facebook engagement increase significantly. With face to face interaction unavailable, or substantially limited, staff quickly adapted to the 'new normal' which saw us rely heavily on our digital communications more than ever. With rapid changes to our service, our community was relying on Facebook to keep up to date with important information and to stay in contact with their local library. Staff were very able to adapt very quickly and leveraged off this new following to inform as much as possible during these ever-evolving conditions.

Our monthly digital eNewsletter, with updates on upcoming programs and events, books and eLibrary information and important notices is sent to, on average, 20,500 email addresses per month. It remains one of our top performers, with an average open rate of around 22 per cent. This is considered a good 'read rate' by industry standards and means we are directly reaching around 4500 people with each newsletter. This increased to 41 per cent with newsletters sent during the COVID-19 period of April to June.

With such a large subscriber base, the eNewsletter provides a goldmine for engagement. For that reason, we have begun working on improvements to maximise its reach and engagement levels.

The Goldfields Libraries' website home page had a major redesign in early May. With the change in service delivery and library closures, we felt it was important to highlight what we could still offer in lieu of spaces and the physical collection.

The home page was transformed into an easily accessible grid, highlighting the range of educational, entertaining and informative resources available to everyone from the comfort of their own home. Our eLibrary and programs and events were renamed 'Library in your Loungeroom' to emphasise the fact that even during library closures, the library was accessible, just in a different way.

More content was added to each of the Library in your Loungeroom pages for even more free ways to stay connected during lockdown. Content included home-schooling resources and fun activities for both kids and parents, wellbeing activities for mental health, support for digital connection, support in learning how to use and make the most of the eLibrary, a Life in Lockdown community participation and engagement project, and general interest links for people of all ages.

**“** *Hullo to all at the Library. Thank you for keeping in touch, for reminding me about what is available, and what's in store. It is much appreciated and keeps the connection going.*”

Library Patron

Our COVID-19 information page has been well-utilised during the COVID-19 period. The page is kept up-to-date with changes to service delivery (including closures and openings), reliable Government information and Community Support Centres.

### Continuing efforts in traditional media

Despite the upward trend of social media and digital platforms, our print media continues to be well received. While hard to track precisely, the printed iteration of the What's On/What's Online program appears to be well received. We continue to monitor print numbers and wastage in order to direct funds towards mediums that are best suited to/utilised in our community.

Media Release numbers have dropped this year, with efforts focussing on building relationships with our media outlets. We hope to utilise these relationships to raise the Corporation's profile through higher publish rates. Efforts have been successful so far with a good response to our media release entitled: "What happens when you take books and spaces away from library services?" Our smaller branches also have good relationships with local newspapers and newsletters and are regularly featured in community news.

We continue to work with local radio stations to help raise our profile. Staff have regular appearances on ABC Central Victoria's morning show and Castlemaine's Main FM and discuss everything from important news and upcoming programs to general library happenings. This is complemented by several author interviews each year, aligned with our programming.

### Internal Communications

Our branches are the conduit for much of our communication to the public and manage their own social media accounts. Late June saw the implementation of a Communications Key Messaging document, highlighting important messaging and information for distribution to our communities. The document aims to ensure that all outgoing messaging is correct and consistent across the corporation and give staff a quick-access tool for finding the information which is ready for distribution. Response to this document from staff has been overwhelmingly positive.

This was complemented by 20 Staff Bulletins sent out to all staff, ensuring everyone is regularly updated with important information on HR/recruitment, collections, programs, IT, OH&S, communications and engagement.

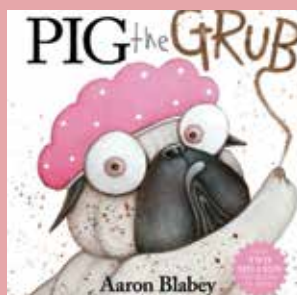
## Most Popular Picture Books



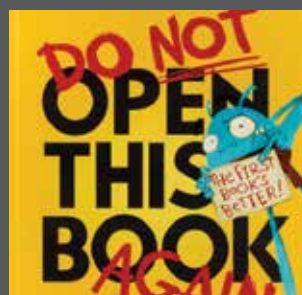
Matt Cosgrove  
*Macca the Alpaca*



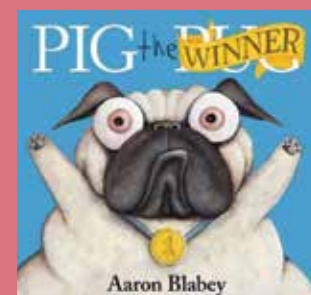
Andy Lee  
*Do Not Open this book*



Aaron Blabey  
*Pig the Grub*



Andy Lee  
*Do Not open this book again*



Aaron Blabey  
*Pig the Winner*

# Our people

## Highlights:

- 80% of all staff undertook professional development training in 2019/2020
- Emphasis on building staff capacity in areas of inclusion, Indigenous cultural literacy and health and safety
- Our Emergency Management Plan was reviewed and incident management processes were refined
- Staff made a successful transition to operating in a virtual environment and working from home as a result of COVID-19 closures and showed enormous resilience, adaptability and commitment to service delivery during periods of intense organisational and societal change
- Rapid policy development occurred in the areas of health and safety to ensure COVID-19 safe workplaces for staff



## Continuous learning and improvement

Over the past year, we have supported the learning and development of our staff across foundational, professional and behavioural skills.

With 2019 declared the UNESCO International Year of Indigenous Languages, we have focussed on building our capacity to understand and connect with our Indigenous communities. 60% of staff attended Indigenous cultural literacy training with the Koori Heritage Trust, with other staff already scheduled in for the coming 12 months.

We've also addressed how we work together and keep safe and healthy by providing equal opportunity training for all staff, manual handling and hazard identification training for 67% of staff, training for our elected Health and Safety Representative, and ensured that our nominated first aiders maintained their skills with refresher training.

Other training highlights for staff this year were: Anti-racism Bystander training, Understanding Islam, LGBTIQ Equality Roadshow, STEM in Libraries, VECCI Management training, Delivering Digital Skills for Groups and Mental Health First Aid training



## Engagement in planning for the future

A working group of staff formed to consider how we could continue to provide access to our services to all of our communities in the face of challenges to expectations around public behaviour. The group consulted widely across our libraries and staff and came up with a list of actions that will enable us to cope better when difficult situations arise. Most notably, the group emphasised the need to develop our understanding of mental health, both our own and that of our patrons, which has led to the commitment to prepare a Mental Health Action Plan.

Our Enterprise Agreement expired in 2019, and many staff participated in the process to establish a new Enterprise Agreement for 2019-2022. Staff took the opportunity to learn about Enterprise Agreements and have gained clarity around how things work across the organisation and had input in regards to the policies that will govern their employment over the next few years.

## Plans and policies

Clarity for staff and patrons is being developed by ongoing review of our library procedures so that a standard of service is consistent whichever of our sites you visit and whoever serves you.

Extra support this year was provided to managers and staff to better understand the work planning and review cycle and to ensure that plans clearly identify skills and professional development needs. Staff are now further engaged and better able to meet the requirements of their roles.

Our Emergency Management Plan was reviewed and our incident register was found to be working well. To better manage risks we developed the following further post-incident response processes:

- acknowledge effective incident management by staff
- meet immediate needs for follow up medical or psychological care
- formal debrief to ascertain if further support or action is needed
- evaluation of the incident and response

This has helped us better manage risks in the workplace and will assist us to build reliable evidence to inform future decision making.

This year we made important changes to our Employee Assistance Program policy to provide easier and more confidential access for our staff. This has resulted in increased uptake by staff seeking support for professional or personal concerns.

In March, our Working from Home policy was put to the test and we approved 72 staff to work from home. In May, all managers received a Service Delivery Manual containing standard operating procedures and guidelines for COVID-safe practices and an induction program was rolled out for all staff.



# Governance

## Highlights:

- **Development of Emergency Management Plans across all libraries**
- **A commitment to meeting budget increment caps to provide cost-effective services to community.**
- **An increased commitment to providing safe spaces through OHS, risk management and inclusive practices.**
- **COVID-19 protocols implemented to provide a COVID-19 safe environment for all staff and community**

## Financial sustainability

The board and leadership team at Goldfields Libraries have worked hard to develop a sustainable budget that provides an effective library service within the parameters of government established rate cap amounts.

This delivers a sustainable funding model for all member Councils within the library service and provides forecasts for deliverable budgets over the next decade.

Each year, the ten-year budgetary forecast is reviewed and updated, ensuring that all Councils are involved in developing a service that is economically viable for the future and is strategically positioned to deliver service and infrastructure upgrades that are forecast to occur over the next ten years.

As part of a state-wide audit by the Victorian Auditor General's Office, Goldfields Library Corporation was ranked as the number one library service in the State, when comparing service levels against dollars invested.

Comparisons across library services were based on investment costs compared against:

1. Number of loans
2. Total opening hours across all branches
3. Collection size
4. Number of attendances at programs and events

Based on these criteria, Goldfields Library Corporation was ranked as having the highest efficiency of all 46 library services across Victoria.

View the full report at: [www.audit.vic.gov.au/sites/default/files/2019-11/20191113-Council-Libraries-report.pdf](http://www.audit.vic.gov.au/sites/default/files/2019-11/20191113-Council-Libraries-report.pdf) (Efficiency rankings on page 79).

## Implementing systems that support operational effectiveness

As a suite of significant community facilities and public spaces, Goldfields Libraries are committed to creating safe spaces for everyone to enjoy.

This requires a proactive approach to the management of spaces by our staff and designers of our spaces.

This year has seen the roll-out of child-safe policies and procedures within the Corporation to align and meet the requirements of Child Safe Standards and the Child Safety and Wellbeing Act 2005 (Vic).

All staff, both existing and employed, are now subject to a Working with Children Check, and the policy clearly states that our libraries are places where children will feel safe, are important, are valued and that any behaviour to the contrary will not be tolerated.

In addition, the library has continued improving incident and risk management for both patrons and staff, with an emphasis again on safety and inclusion. All libraries now have site-specific Emergency Management Plans and incident reporting and follow up is part of everyday business with consistent evaluation and analysis of incident trends to assist in modifying our approach to delivering safe places.

COVID-19 protocols were rapidly developed and implemented as part of re-starting services post-shutdown, with investment in procedures and equipment to support a new way of operating.

## Promoting a culture of good governance

A crucial aspect of good governance this year has focussed on operating safely in a new environment of managing infectious disease. Our COVID-19 response has been thorough and managed with consideration of reducing or eliminating risk for both community and staff.

We rapidly shifted our business model to be able to work remotely and still deliver many services online as well as developing new procedures for reopening the library as part of a comprehensive COVID-19 response.

Staff have noted the support provided and this quote from one of our team is worth highlighting as a reflection of our comprehensive approach at this extraordinary time:

**“** *I am truly grateful for the support that the GLC staff have been given during this COVID-19 time. Staff have felt supported, valued and respected. Health and safety issues have been given high priority.*

*Our CEO's leadership has empowered us to maintain our focus, energy and ability during this difficult time. It is indeed a real credit to the Corporation, our CEO, Leadership team and each individual member of staff. I feel proud to be part of this Organisation.”*

Governance, this year, has taken on a very real impact as we work as part of our community to adhere very closely to safe working and operating protocols, with a public health priority. Being open and being a safe place for our community has been highly valued.

**“** *Being home over lockdown we have realised how going to the library is one of the things we have missed the most.”*

Woodend patron





# Board Members

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**Cr Rod Fyffe**  
Greater Bendigo City Council



**Vicky Mason**  
Greater Bendigo City Council



**Cr Cheryl McKinnon**  
Loddon Shire Council (Chair)



**Phil Pinyon**  
Loddon Shire Council



**Karen Stevens**  
Macedon Ranges Shire Council



**Cr Bill West**  
Macedon Ranges Shire Council

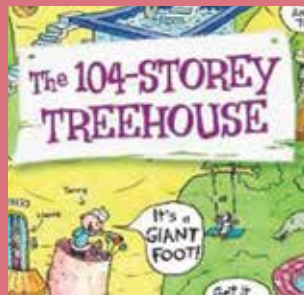


**Cr Bronwen Machin**  
Mount Alexander Shire Council

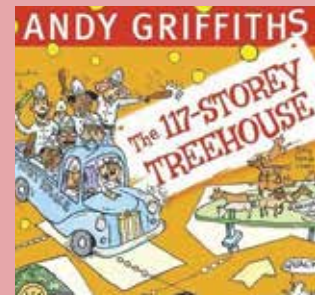


**Lisa Knight**  
Mount Alexander Shire Council

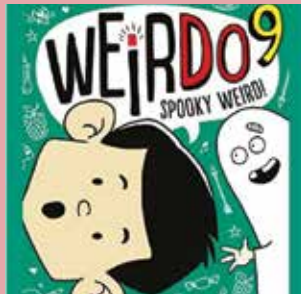
Most Popular Junior Fiction



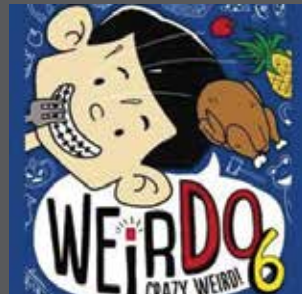
Andy Griffiths  
*The 104-Storey Treehouse*



Andy Griffiths  
*The 117-Storey Treehouse*



Anh Do  
*Spooky WeirDo*

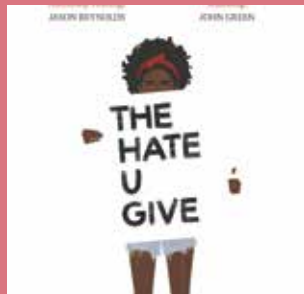


Anh Do  
*Crazy WeirDo*

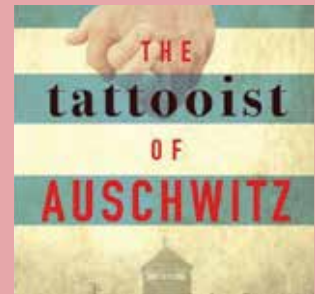


Dav Pilkey  
*Dog Man : Lord of the Fleas*

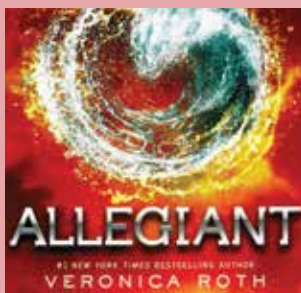
Most Popular Young Adult Fiction



Angie Thomas  
*The Hate U Give*



Heather Morris  
*The Tattooist of Auschwitz*



Veronica Roth  
*Allegiant*



RJ Palacio  
*Wonder*



Jennifer Niven  
*All the Bright Places*

**North Central Goldfields  
Regional Library Corporation**

Trading as  
**Goldfields Library Corporation**

# Financial Report

**For the year**

**1 July 2019**

**to**

**30 June 2020**





# Financial Report

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# Certification of Financial Statements

North Central Goldfields Regional Library Corporation

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The City of Greater Bendigo provides accounting and payroll services by agreement with the North Central Goldfields Regional Library Corporation. In my opinion, the accompanying financial statements have been prepared in accordance with the *Local Government Act 1989*, the *Local Government (Planning and Reporting) Regulations 2014*, the Australian Accounting Standards and other mandatory professional reporting requirements.



Nathan Morsillo, FCPA

**Manager Financial Strategy**

**Date** :25 /09/2020

Bendigo, Victoria

In our opinion the accompanying financial statements present fairly the financial transactions of the North Central Goldfields Regional Library Corporation for the year ended 30 June 2020 and the financial position of the Corporation as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the financial statements to be misleading or inaccurate.

We have been authorised by the Board and by the *Local Government (Planning and Reporting) Regulations 2014* to certify the financial statements in their final form.

Cr Rod Fyffe

**Board Member**

**Date** :25/09/2020

Bendigo, Victoria



Cr Cheryl McKinnon

**Board Member**

**Date** :25/09/2020

Bendigo, Victoria



Mark Hands

**Chief Executive Officer**

**Date** :25/09/2020

Bendigo, Victoria



# Independent Auditor's Report

## To the Board members of North Central Goldfields Regional Library Corporation

<b>Opinion</b>	<p>I have audited the financial report of North Central Goldfields Regional Library Corporation (the corporation) which comprises the:</p> <ul style="list-style-type: none"> <li>• balance sheet as at 30 June 2020</li> <li>• comprehensive income statement 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>• statement of capital works for the year then ended</li> <li>• notes to the financial report, including significant accounting policies</li> <li>• certification of financial report.</li> </ul> <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the corporation as at 30 June 2020 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of the <i>Local Government Act 1989</i> and applicable Australian Accounting Standards.</p>
<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 corporation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's <i>APES 110 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>Board members' responsibilities for the financial report</b>	<p>The Board Members of the corporation are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Local Government Act 1989</i>, and for such internal control as the Board Members determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board Member are responsible for assessing the corporation'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>



---

**Auditor's responsibilities for the audit of the financial report**

As required by the *Audit Act 1994*, 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.

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:

- 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.
- 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 corporation's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board Members
- conclude on the appropriateness of the Board Members' 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 corporation'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 corporation to cease to continue as a going concern.
- 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.

I communicate with the Board Members 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.

---

MELBOURNE  
16 October 2020



Sanchu Chummar

*as delegate for the Auditor-General of Victoria*

**North Central Goldfields Regional Library Corporation**  
**Comprehensive Income Statement for the year ended 30 June 2020**

	Note	2020 \$	2019 \$
<b>Income</b>			
Member contributions	3.1	5,188,215	5,061,214
User fees, charges and fines	3.2	170,998	225,847
Grants - operating	3.3	1,449,844	1,364,785
Grants - capital	3.3	39,064	35,490
Non monetary contributions	3.4	-	31,336
Interest on investments		45,474	73,959
Other income	3.6	51,184	76,010
<b>Total income</b>		<b>6,944,779</b>	<b>6,868,641</b>
<b>Expenses</b>			
Employee costs	4.1	4,524,225	4,587,892
Plant and equipment costs	4.2	301,048	287,756
Depreciation	4.3	1,123,454	1,154,637
Administration and maintenance charges	4.4	427,435	455,828
Amortisation - right of use assets	4.5	24,693	-
Finance costs - leases	4.6	10,437	-
Net loss on disposal of plant, resources and equipment	3.5	6,592	8,197
Other expenses	4.7	324,418	326,083
<b>Total expenses</b>		<b>6,742,302</b>	<b>6,820,393</b>
<b>Surplus for the year</b>		<b>202,477</b>	<b>48,248</b>

The above Comprehensive Income Statement should be read with the accompanying notes.

**North Central Goldfields Regional Library Corporation**  
**Balance Sheet as at 30 June 2020**

	Note	2020 \$	2019 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	5.1	3,487,410	2,785,301
Trade and other receivables	5.1	2,042	12,242
Other assets	5.2	107,213	128,357
<b>Total current assets</b>		<b><u>3,596,665</u></b>	<b><u>2,925,900</u></b>
<b>Non-current assets</b>			
Plant, resources and equipment	6.1	3,528,729	3,800,312
Right of use assets	5.7	370,388	-
<b>Total non-current assets</b>		<b><u>3,899,117</u></b>	<b><u>3,800,312</u></b>
<b>Total assets</b>		<b><u>7,495,782</u></b>	<b><u>6,726,212</u></b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	5.3	328,357	173,922
Trust funds and deposits	5.3	(92)	1,481
Provisions	5.4	1,121,269	1,091,123
Lease liabilities	5.7	20,391	-
<b>Total current liabilities</b>		<b><u>1,469,925</u></b>	<b><u>1,266,526</u></b>
<b>Non-current liabilities</b>			
Provisions	5.4	119,750	111,040
Lease liabilities	5.7	354,986	-
<b>Total non-current liabilities</b>		<b><u>474,736</u></b>	<b><u>111,040</u></b>
<b>Total liabilities</b>		<b><u>1,944,661</u></b>	<b><u>1,377,566</u></b>
<b>Net assets</b>		<b><u>5,551,121</u></b>	<b><u>5,348,646</u></b>
<b>Equity</b>			
Member contributions		2,466,638	2,466,638
Accumulated surplus		1,825,920	1,635,403
Reserves	9.1	1,258,563	1,246,605
<b>Total Equity</b>		<b><u>5,551,121</u></b>	<b><u>5,348,646</u></b>

The above Balance Sheet should be read with the accompanying notes.



**North Central Goldfields Regional Library Corporation**  
**Statement of Changes in Equity for the year ended 30 June 2020**

<b>2020</b>	<b>Note</b>	<b>Total</b>	<b>Member</b>	<b>Accumulated</b>	<b>Discretionary</b>
		<b>\$</b>	<b>Contributions</b>	<b>Surplus</b>	<b>Reserve</b>
		<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Balance at beginning of the financial year		5,348,644	2,466,638	1,635,401	1,246,605
Impact of change in accounting policy - AASB 15 Revenue from Contracts with Customers		-	-	-	-
Impact of change in accounting policy - AASB 1058 Income of Not-for-Profit Entities		-	-	-	-
Impact of change in accounting policy - AASB 16 Leases	5.7	-	-	-	-
<b>Adjusted opening balance</b>		<b>5,348,644</b>	<b>2,466,638</b>	<b>1,635,401</b>	<b>1,246,605</b>
Surplus for the year		202,477	-	202,477	-
Transfers to other reserves	9.1	-	-	(56,958)	56,958
Transfers from other reserves	9.1	-	-	45,000	(45,000)
<b>Balance at end of the financial year</b>		<b>5,551,121</b>	<b>2,466,638</b>	<b>1,825,920</b>	<b>1,258,563</b>

<b>2019</b>		<b>Total</b>	<b>Member</b>	<b>Accumulated</b>	<b>Discretionary</b>
		<b>\$</b>	<b>Contributions</b>	<b>Surplus</b>	<b>Reserve</b>
		<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Balance at beginning of the financial year		5,300,396	2,466,638	1,607,952	1,225,806
Surplus for the year		48,248	-	48,248	-
Transfers to other reserves	9.1	-	-	(60,873)	60,873
Transfers from other reserves	9.1	-	-	40,074	(40,074)
<b>Balance at end of the financial year</b>		<b>5,348,644</b>	<b>2,466,638</b>	<b>1,635,401</b>	<b>1,246,605</b>

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

**North Central Goldfields Regional Library Corporation**  
**Statement of Cash Flows for the year ended 30 June 2020**

	Note	2020 Inflows/ (Outflows) \$	2019 Inflows/ (Outflows) \$
<b>Cash flows from operating activities</b>			
Member contributions		5,707,036	5,567,335
User fees, charges and fines		181,198	228,384
Grants - operating		1,449,848	1,364,785
Grants - capital		39,064	35,490
Interest received		45,474	73,959
Other receipts		51,183	76,010
Employee costs		(4,609,253)	(4,537,452)
Plant and equipment costs		(331,153)	(316,533)
Administration and maintenance charges		(278,775)	(554,759)
Other expenses		(336,468)	(352,816)
Net GST payment		(357,583)	(355,557)
<b>Net cash provided by operating activities</b>	9.2	<u><b>1,560,571</b></u>	<u><b>1,228,846</b></u>
<b>Cash flows from investing activities</b>			
Proceeds - sale of plant, resources and equipment	3.5	23,636	10,909
Payments - plant, resources and equipment	6.1	(882,098)	(845,755)
<b>Net cash used in investing activities</b>		<u><b>(858,462)</b></u>	<u><b>(834,846)</b></u>
<b>Cash flows from financing activities</b>			
<b>Net cash provided by/(used in) financing activities</b>		<u><b>-</b></u>	<u><b>-</b></u>
Net increase (decrease) in cash and cash equivalents		702,109	394,000
Cash and cash equivalents at the beginning of the financial year		2,785,301	2,391,301
<b>Cash and cash equivalents at the end of the financial year</b>		<u><b>3,487,410</b></u>	<u><b>2,785,301</b></u>
Restrictions on cash assets	5.1		

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

**North Central Goldfields Regional Library Corporation**  
**Statement of Capital Works for the year ended 30 June 2020**

---

	Note	2020 \$	2019 \$
Resources		621,139	733,051
Plant and vehicles		51,315	31,003
Information technology		147,568	79,069
Office equipment, furniture and fittings		62,076	2,632
<b>Total capital works expenditure</b>	6.1	<u><b>882,098</b></u>	<u><b>845,755</b></u>
<b>Represented by:</b>			
New asset expenditure		51,315	31,003
Asset renewal expenditure		830,783	814,752
<b>Total capital works expenditure</b>		<u><b>882,098</b></u>	<u><b>845,755</b></u>

The above Statement of Capital Works should be read with the accompanying notes.



# North Central Goldfields Regional Library Corporation

## Notes to the Financial Report for the year ended 30 June 2020

---

### Overview

#### Introduction

The North Central Goldfields Regional Library Corporation was established by an Order of the Governor in Council on 12 January 1996 and is a body corporate. The Corporation's main office is located at 259 Hargreaves St Bendigo VIC 3550.

#### Statement of compliance

These financial statements are a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and Notes accompanying these financial statements. The general purpose financial report complies with the Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989*, and the *Local Government (Planning and Reporting) Regulations 2014*.

#### Impact of COVID-19 pandemic on operations

The Covid-19 pandemic has had a significant impact on the Community, and on operations for the Corporation. In line with government restrictions, the corporation closed all facilities and reduced service delivery to online only between March and June 2020. The financial impact of these closures is predominantly lower employee and operating costs this has been reflected in the results for 2019-20 and appropriate commentary appears throughout the annual financial statements.

In response to the challenges facing our community through the closure of the library and the programs it offers, the Corporation has sought ways to deliver services online which has been well received.

The Corporation will continue to monitor the non-financial and financial impacts of Covid-19 on its operations, and will continue to seek different ways of delivering services to the community online. The financial statements have been prepared based upon conditions existing as at 30 June 2020.

#### Significant accounting policies

##### a) Basis of accounting

The accrual basis of accounting has been used in the preparation of these financial statements, whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

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.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. 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 fair value of resources, plant and vehicles, furniture and equipment (refer to Note 6.1)
- the determination of depreciation of resources, plant and equipment (refer to Note 6.1)
- the determination of employee provisions (refer to Note 5.4)

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.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

**Note 1 Performance against budget**

The performance against budget notes compare the Corporation's financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. The Corporation has adopted a materiality threshold, with explanations provided if there is a difference of 10% and \$10,000. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by the Corporation on 24th May 2019. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. The Corporation sets guidelines and parameters for income and expense targets in this budget in order to meet the Corporation's planning and financial performance targets for both the short and long-term.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

**1.1 Income and expenditure**

	<b>Budget 2020 \$</b>	<b>Actual 2020 \$</b>	<b>Variance \$</b>	<b>Variance %</b>	<b>Ref</b>
<b>Income</b>					
Member contributions	5,187,744	5,188,215	471	0%	
User, fees, charges and fines	214,742	170,998	(43,744)	-20%	1
Grants - operating and capital	1,368,158	1,449,844	81,686	6%	
Grants - capital	-	39,064	39,064	100%	2
Non monetary contributions	2,000	-	(2,000)	-100%	
Interest on Investments	77,605	45,474	(32,131)	-41%	3
Net gain on disposal of plant, resources and equipment	10,000	-	(10,000)	-100%	4
Other income	40,409	51,184	10,775	27%	5
<b>Total income</b>	<b>6,900,658</b>	<b>6,944,779</b>	<b>44,121</b>	<b>1%</b>	
<b>Expenses</b>					
Employee costs	4,575,159	4,524,225	50,934	1%	
Plant and equipment costs	317,741	301,048	16,693	5%	
Depreciation	1,176,862	1,123,454	53,408	5%	
Amortisation - right of use assets	-	24,693	(24,693)	-100%	6
Finance costs - leases	-	10,437	(10,437)	-100%	7
Administration and maintenance charges	462,850	427,435	35,415	8%	
Net loss on disposal of plant, resources and equipment	-	6,592	(6,592)	100%	
Other expenses	388,150	324,418	63,732	16%	8
<b>Total expenses</b>	<b>6,920,762</b>	<b>6,742,302</b>	<b>178,460</b>	<b>3%</b>	
<b>Surplus/(deficit) for the year</b>	<b>(20,104)</b>	<b>202,477</b>	<b>222,581</b>	<b>-1107%</b>	

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**Note 1 Performance against budget (cont'd)**

**1.1 Income and expenditure (cont'd)**

**Explanation of Material Variances**

Variance Ref	Item	Explanation
1	User, fees, charges and fines	Fines were waived for three months due to COVID19 along with a prior moratorium on picture book and junior fiction fines.
2	Grants - capital	Unbudgeted grant for the Premiers Reading Challenge
3	Interest on Investments	Due to interest rates being lower than budgeted as they have been reduced to record lows
4	Net gain on disposal of plant, resources and equipment	Did not receive the expected trade in for the delivery van, resulting in a loss not gain on disposal
5	Other income	Additional income to budget was received from sundry charges as well as unbudgeted donations
6	Amortisation - right of use assets	Unbudgeted amortisation cost for new accounting standard AASB 16.
7	Finance costs - leases	Unbudgeted cost for new accounting standard AASB 16.
8	Other expenses	Reduction in operating expenses due to COVID 19 such as marketing, internet expense, periodicals and newspapers.



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

**Note 1 Performance against budget (cont'd)**

<b>1.2 Capital works</b>	<b>Budget 2020 \$</b>	<b>Actual 2020 \$</b>	<b>Variance \$</b>	<b>Variance %</b>	<b>Ref</b>
Resources	766,609	621,139	(145,470)	-19%	1
This was budgeted as renewal expenditure but	45,000	51,315	6,315	14%	
Information technology	327,750	147,568	(180,182)	-55%	2
Office equipment, furniture and fittings	31,992	62,076	30,084	94%	3
<b>Total plant and equipment</b>	<b>1,171,351</b>	<b>882,098</b>	<b>(289,253)</b>	<b>-25%</b>	
<b>Represented by:</b>					
New asset expenditure	-	51,315	51,315	100%	4
Asset renewal expenditure	1,171,351	830,783	(340,568)	-29%	5
<b>Total capital works expenditure</b>	<b>1,171,351</b>	<b>882,098</b>	<b>(289,253)</b>	<b>-25%</b>	

**(i) Explanation of material variations**

<b>Variance Ref</b>	<b>Item</b>	<b>Explanation</b>
1	Resources	There was a reduction in the spend on resources as there was an increase in spending on electronic resources as they become more popular in the community.
2	Information technology	RFID replacement has been postponed until 2020/2021.
3	Office equipment, furniture and fittings	Funds spent as approved by the board that were not spent last year.
4	New asset expenditure	One delivery van was replace with two new smaller vans to meet the requirements of the floating collection. This was budgeted as renewal but due to the change in the nature of the assets it became new.
5	Asset renewal expenditure	There was a reduction in the spend on resources as there was an increase in spending on electronic resources as they become more popular in the community.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**Note 2 Analysis of the Corporations results by program**

The Corporation delivers its functions and activities through the following programs.

**2 (a)**

- Regional Headquarters \*
- Bendigo Regional Archives Centre
- Bendigo branch
- Castlemaine branch
- Eaglehawk branch
- Gisborne branch
- Heathcote branch
- Kangaroo Flat branch
- Kyneton branch
- Romsey branch
- Woodend branch

\* Community Based Services, Tech Savvy Seniors Programs and Local Priorities are included in Regional Headquarters as they are delivered from here.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

**Note 2 Analysis of the Corporations results by program (cont.)**

**2 (b) Summary of revenues, expenses, assets and capital expenses by program**

	Income	Expenses	Surplus/ (deficit)	Grants included in income	Total assets
<b>2020</b>					
Regional Headquarters	6,771,515	3,490,750	3,280,765	1,488,908	7,495,782
Bendigo Regional Archives Centre	91,710	92,498	(788)	-	-
Bendigo branch	35,137	1,415,594	(1,380,457)	-	-
Castlemaine branch	11,807	394,308	(382,501)	-	-
Eaglehawk branch	-	62,402	(62,402)	-	-
Gisborne branch	8,140	205,796	(197,656)	-	-
Heathcote branch	288	108,440	(108,152)	-	-
Kangaroo Flat branch	5,023	330,411	(325,388)	-	-
Kyneton branch	8,812	235,459	(226,647)	-	-
Romsey branch	6,135	186,451	(180,316)	-	-
Woodend branch	6,212	220,193	(213,981)	-	-
<b>Total</b>	<b>6,944,779</b>	<b>6,742,302</b>	<b>202,477</b>	<b>1,488,908</b>	<b>7,495,782</b>

	Income	Expenses	Surplus / (deficit)	Grants included in income	Total assets
<b>2019</b>					
Regional Headquarters	6,636,668	3,534,154	3,102,514	1,400,275	6,726,212
Bendigo Regional Archives Centre	100,150	92,071	8,079	-	-
Bendigo branch	51,813	1,403,269	(1,351,456)	-	-
Castlemaine branch	30,288	408,923	(378,635)	-	-
Eaglehawk branch	194	67,231	(67,037)	-	-
Gisborne branch	11,519	229,245	(217,726)	-	-
Heathcote branch	1,274	129,284	(128,010)	-	-
Kangaroo Flat branch	7,200	294,653	(287,453)	-	-
Kyneton branch	14,313	253,897	(239,584)	-	-
Romsey branch	8,388	184,767	(176,379)	-	-
Woodend branch	6,834	222,899	(216,065)	-	-
<b>Total</b>	<b>6,868,641</b>	<b>6,820,393</b>	<b>48,248</b>	<b>1,400,275</b>	<b>6,726,212</b>



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

<b>Note 3 Funding for the delivery of our services</b>	<b>2020</b>	<b>2019</b>
<b>3.1 Member contributions</b>	<b>\$</b>	<b>\$</b>
<b>Member council contributions</b>		
City of Greater Bendigo	3,123,331	3,063,345
Loddon Shire	206,313	205,745
Mount Alexander Shire	527,011	512,173
Macedon Ranges Shire	1,331,560	1,279,951
<b>Total member council contributions</b>	<b><u>5,188,215</u></b>	<b><u>5,061,214</u></b>

**Annual member council contributions per capita** **27.49** **28.25**

Annual member contributions are recognised as revenue when the Corporation issues invoices to the member Councils.

**3.2 User fees, charges and fines**

Fines	24,678	53,663
Inter library loans	3,202	5,835
Reimbursements	91,710	100,150
Book recovery	5,140	5,598
Photocopying and printing	46,268	60,601
<b>Total user fees, charges and fines</b>	<b><u>170,998</u></b>	<b><u>225,847</u></b>

User fees, charges and fines are recognised as revenue when the service has been provided or the Corporation has otherwise earned the income.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

<b>3.3 Funding from other levels of government</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Grants were received in respect of the following:		
<b>Summary of grants</b>		
State funded grants	1,416,344	1,375,275
Local funded grants	18,564	5,000
Other grants	54,000	20,000
<b>Total grants received</b>	<b>1,488,908</b>	<b>1,400,275</b>
<b>(a) Operating grants</b>		
<i><b>Recurrent - State Government</b></i>		
Library Grant	1,301,002	1,273,933
<b>Total recurrent operating grants</b>	<b>1,301,002</b>	<b>1,273,933</b>
<i><b>Non-recurrent - State Government</b></i>		
Local Priorities	72,278	65,852
Other	4,000	-
<i><b>Non-recurrent - Local Government</b></i>		
Other	18,564	5,000
<i><b>Non-recurrent - Other</b></i>		
Community Enterprise Foundation Grant	-	20,000
Get Online Week	6,000	-
Digital Devices	5,000	-
Coding Storytime	2,000	-
Activation	8,000	-
Lead a Digital Mentor	33,000	-
<b>Total non-recurrent operating grants</b>	<b>148,842</b>	<b>90,852</b>
<b>Total operating grants</b>	<b>1,449,844</b>	<b>1,364,785</b>
<b>(b) Capital grants</b>		
<i><b>Non-recurrent - State Government</b></i>		
Premiers Reading Challenge	39,064	35,490
<b>Total non-recurrent capital grants</b>	<b>39,064</b>	<b>35,490</b>
<b>Total capital grants</b>	<b>39,064</b>	<b>35,490</b>

Grant income is recognised when the Corporation obtains control of the contribution. Control is normally obtained upon receipt or acquittal.

### 3.4 Non-monetary contributions

Contribution of non monetary assets were received in relation to the following asset classes.

Information Technology	-	10,776
Resources	-	20,560
<b>Total contributions</b>	<b>-</b>	<b>31,336</b>

Monetary and non monetary contributions are recognised as revenue when the Corporation obtains control over a contributed asset.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

<b>3.5 Net loss on disposal of plant, resources and equipment</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Proceeds of sale	23,636	10,909
Written down value of assets disposed	(30,228)	(19,106)
<b>Total net loss on disposal of plant, resources and equipment</b>	<b>(6,592)</b>	<b>(8,197)</b>

The profit or loss on sale of an asset is determined when control of the asset has passed to the buyer.

**3.6 Other income**

Donations	7,867	15,437
Rental income	39,037	55,599
Other	4,280	4,974
<b>Total other income</b>	<b>51,184</b>	<b>76,010</b>

**Note 4 The cost of delivering services**

**4.1 (a) Employee costs**

Wages and salaries	3,530,812	3,586,842
Annual leave	318,248	308,253
Sick leave	132,401	129,561
Long service leave	123,461	150,624
WorkCover	16,349	17,744
Superannuation	373,403	358,307
Fringe benefits tax	5,401	4,664
Staff training/conferences	24,150	31,897
<b>Total employee costs</b>	<b>4,524,225</b>	<b>4,587,892</b>

**4.1 (b) Superannuation**

The Corporation made contributions to the following funds:

**Defined benefit fund**

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	24,167	29,002
	<b>24,167</b>	<b>29,002</b>
Employer contributions payable at reporting date.	-	-

**Accumulation funds**

Employer contributions to Local Authorities Superannuation Fund (Vision Super)	348,315	222,034
Employer contributions - other funds	7,294	138,997
	<b>355,609</b>	<b>361,031</b>
Employer contributions payable at reporting date.	13,589	13,806

Refer to Note 9.3 for further information relating to the Corporation's superannuation obligations.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

<b>4.2 Plant and equipment costs</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Plant operating and maintenance	18,250	13,234
Photocopier expenses	14,345	9,682
Photocopier lease	13,141	11,834
ABN cataloguing	-	6,623
General office equipment	47,263	45,229
Automated systems maintenance	208,049	201,154
<b>Total plant and equipment costs</b>	<b>301,048</b>	<b>287,756</b>

**4.3 Depreciation**

Plant and vehicles	12,372	10,094
Resources	874,866	899,764
Information technology	212,482	221,722
Furniture and equipment	23,734	23,057
<b>Total depreciation</b>	<b>1,123,454</b>	<b>1,154,637</b>

*Refer to Note 6.1 for a more detailed breakdown of depreciation charges and accounting policy.*

**4.4 Administration and maintenance charges**

Administration charge	77,746	76,455
Insurances	69,984	47,328
Headquarters maintenance charge	4,485	34,331
Database costs	260,276	284,417
Consultants fees	10,564	7,274
Human resources	4,380	6,023
<b>Total administration and maintenance charges</b>	<b>427,435</b>	<b>455,828</b>

**4.5 Amortisation - right of use assets**

Property	24,693	-
Vehicles	-	-
<b>Total amortisation - right of use assets</b>	<b>24,693</b>	<b>-</b>

**4.6 Finance costs - leases**

Interest - lease liabilities	10,437	-
<b>Total finance costs</b>	<b>10,437</b>	<b>-</b>



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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<b>4.7 Other expenses</b>	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Rural transaction centre	22,903	24,253
Postage	8,072	7,580
Publicity/advertising	1,575	1,345
Marketing/promotion	5,120	5,157
Children program promotion	23,829	32,228
Adult program promotion	16,650	23,917
Printing and stationery	29,044	35,919
Periodicals	43,513	43,293
Internet expenses	56,760	46,694
Newspapers	13,963	17,091
Processing supplies	24,436	23,868
Freight	23,969	14,278
Travelling	1,697	3,576
Inter library loan costs	325	358
Membership & sponsorships	5,087	13,015
Audit fees	10,600	8,800
Bank charges	5,254	5,008
Cleaning services	15,829	4,569
First aid	32	133
Collection software	14,496	13,897
Recycling/shredding collection	1,264	1,104
<b>Total other expenses</b>	<b>324,418</b>	<b>326,083</b>

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

<b>Note 5 Our financial position</b>	<b>2020</b>	<b>2019</b>
<b>5.1 Financial assets</b>	<b>\$</b>	<b>\$</b>
<b>(a) Cash and cash equivalents</b>		
Cash on hand	2,070	2,060
Cash at bank	1,099,694	54,553
Term deposits	2,385,646	2,728,688
<b>Total cash and cash equivalents</b>	<b>3,487,410</b>	<b>2,785,301</b>
<b>Total financial assets</b>	<b>3,487,410</b>	<b>2,785,301</b>

The Corporation's cash and cash equivalents are subject to external restrictions that limit the amounts available for discretionary use. These include:

- Trust funds and deposits (Note 5.3)	(92)	1,481
Total restricted funds	(92)	1,481
Total unrestricted cash and cash equivalents	<b>3,487,502</b>	<b>2,783,820</b>

**Intended allocations**

Although not externally restricted the following amounts have been allocated for specific future purposes by the Corporation:

- Long service leave - investments *	640,786	627,329
- Discretionary reserves (Note 9.1)	1,258,563	1,246,605
Total funds subject to intended allocations	<b>1,899,349</b>	<b>1,873,934</b>

\* Intended allocations for long service leave is based on the former Local Government (Long Service Leave) Regulations 2002 and does not necessarily equate to the long service leave liability disclosed in Note 5.4 due to a different basis of calculation prescribed by the regulation. Changes to the Local Government Long Service Leave Regulations 2002 during the 2012 financial year has meant that under the regulation the requirement to maintain separate investments for long service leave balances no longer exists. As at 30 June 2020 the Corporation still maintains the investment balance under the former regulation requirements.

**(b) Trade and other receivables**

**Current**

*Statutory receivables*

GST debtor	-	6,402
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*Non-statutory receivables*

Interest receivable	2,042	5,840
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<b>Total current trade and other receivables</b>	<b>2,042</b>	<b>12,242</b>
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Short term receivables are carried at invoice amount. A provision for doubtful debts has been calculated and applied via a provision matrix in accordance with AASB 9. Given the nature of the operations of the Corporation, debts are rarely considered doubtful or bad. Balances typically consist of statutory receivables such as GST, or interest receivable. No provision was required as at 30 June 2020.

**5.2 Non-financial assets**

**(a) Other assets**

Prepayments	107,213	128,357
<b>Total other assets</b>	<b>107,213</b>	<b>128,357</b>

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

<b>5.3 Payables</b>	<b>2020</b>	<b>2019</b>
<b>(a) Trade and other payables</b>	<b>\$</b>	<b>\$</b>
Trade payables	24,265	6,855
Sundry Payables	47,996	-
GST Payable	88,640	-
Accrued expenses	9,432	8,600
Accrued salaries	158,024	158,467
<b>Total trade and other payables</b>	<b>328,357</b>	<b>173,922</b>
<b>(b) Trust funds and deposits</b>		
Paid parental leave	(92)	1,481
<b>Total trust funds and deposits</b>	<b>(92)</b>	<b>1,481</b>

Amounts received as deposits and retention amounts controlled by the Corporation are recognised as trust funds until they are returned, transferred in accordance with the purpose of the receipt, or forfeited.

<b>5.4 Provisions</b>	<b>Annual Leave</b>	<b>Long Service Leave</b>	<b>Total</b>
<b>2020</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Balance at beginning of the financial year	329,922	872,241	1,202,163
Additional provisions	329,390	107,559	436,949
Amounts used	(320,013)	(92,442)	(412,455)
Change in the discounted amount arising because of time and the effect of any change in the discount rate		14,362	14,362
Balance at the end of the financial year	<b>339,299</b>	<b>901,720</b>	<b>1,241,019</b>
<b>2019</b>			
Balance at beginning of the financial year	322,142	784,957	1,107,099
Additional provisions	334,319	91,011	425,330
Amounts used	(327,436)	(60,395)	(387,831)
Change in the discounted amount arising because of time and the effect of any change in the discount rate	897	56,668	57,565
Balance at the end of the financial year	<b>329,922</b>	<b>872,241</b>	<b>1,202,163</b>

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

**5.4 Provisions (cont'd)**

<b>(a) Employee provisions</b>	<b>2020</b>	<b>2019</b>
<b>Current provisions expected to be wholly settled within 12 months</b>	<b>\$</b>	<b>\$</b>
Annual leave	309,140	284,935
Long service leave	109,020	116,349
	<b>418,160</b>	<b>401,284</b>
<b>Current provisions expected to be wholly settled after 12 months</b>		
Annual leave	30,159	44,987
Long service leave	672,950	644,852
	<b>703,109</b>	<b>689,839</b>
Total current employee provisions	<b>1,121,269</b>	<b>1,091,123</b>
<b>Non-current</b>		
Long service leave	119,750	111,040
Total non-current employee provisions	<b>119,750</b>	<b>111,040</b>
Aggregate carrying amount of employee provisions:		
Current	1,121,269	1,091,123
Non-current	119,750	111,040
Total aggregate carrying amount of employee provisions	<b>1,241,019</b>	<b>1,202,163</b>

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date.

*Wages and salaries and annual leave*

Liabilities for wages and salaries, including non-monetary benefits and annual leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

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. LSL is measured at present value. Unconditional LSL is disclosed as a current liability. 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.

Key assumptions:	<b>2020</b>	<b>2019</b>
- discount rate	0.87%	1.32%
- inflation rate	4.25%	4.31%



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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### 5.5 Financing arrangements

The Corporation has the following funding arrangements in place as at 30th June 2020.

	2020	2019
	\$	\$
Credit card facilities	15,000	15,000
<b>Total facilities</b>	<b>15,000</b>	<b>15,000</b>
Used facilities	5,729	2,800
Unused facilities	9,271	12,200
<b>Total facilities</b>	<b>15,000</b>	<b>15,000</b>

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**5.6 Commitments**

The Corporation has entered into the following commitments. Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

<b>2020</b>	<b>Not later than 1 year</b>	<b>Later than 1 year and not later than 2 years</b>	<b>Later than 2 years</b>	<b>Total</b>
<b>Operating</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Cleaning contracts	1,264	-	-	1,264
Financial services	-	-	-	-
Mechanical services	723	-	-	723
Fire services	69	-	-	69
Lifts and hoists	235	235	861	1,331
Automatic doors	148	148	538	834
Security services	35	-	-	35
<b>Total</b>	<b>2,474</b>	<b>383</b>	<b>1,399</b>	<b>4,256</b>

**Capital**

The Corporation had no outstanding capital commitments at 30 June 2020

<b>2019</b>	<b>Not later than 1 year</b>	<b>Later than 1 year and not later than 2 years</b>	<b>Later than 2 years</b>	<b>Total</b>
<b>Operating</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Cleaning contracts	1,562	-	-	1,562
Financial services	86,203	-	-	86,203
Mechanical services	716	-	-	716
Fire services	68	-	-	68
Lifts and hoists	232	155	-	387
Automatic doors	107	178	-	285
Security services	140	35	-	175
<b>Total</b>	<b>89,028</b>	<b>368</b>	<b>-</b>	<b>89,396</b>

**Capital**

The Corporation had no outstanding capital commitments at 30 June 2019

## 5.7 Leases

### **Policy applicable before 1 July 2019**

As a lessee, the Corporation classifies leases as operating or finance leases based on its assessment of whether the lease transferred significantly all of the risks and rewards incidental to ownership of the underlying asset to the Corporation.

Operating lease payments, including any contingent rentals, were recognised as an expense in the comprehensive income statement on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern of the benefits derived from the use of the leased asset. The leased asset was not recognised in the balance sheet.

All incentives for the agreement of a new or renewed operating lease were recognised as an integral part of the net consideration agreed for the use of the leased asset, irrespective of the incentive's nature or form or the timing of payments.

In the event that lease incentives were received to enter into operating leases, the aggregate cost of incentives were recognised as a reduction of rental expense over the lease term on a straight-line basis, unless another systematic basis was more representative of the time pattern in which economic benefits from the leased asset were consumed.

### **Policy applicable after 1 July 2019**

The Corporation has applied *AASB 16 Leases* using a modified retrospective approach with the cumulative effect of initial application recognised as an adjustment to the opening balance of accumulated surplus at 1 July 2019, with no restatement of comparative information. The Corporation applied the approach consistently to all leases in which it is a lessee.

On transition to *AASB 16 Leases*, the Corporation elected to apply the practical expedient to 'grandfather' the assessment of which transactions are leases. The Corporation has applied this practical expedient to all of its contracts and therefore applied *AASB 16 Leases* only to contracts that were previously identified as leases.

At inception of a contract, all entities would assess 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 customer has the right to obtain substantially all of the economic benefits from use of the asset throughout the period of use; and
- The customer 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 Corporation 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.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**5.7 Leases (cont'd)**

**Policy applicable after 1 July 2019 (cont'd)**

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 Corporation 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 Corporation is reasonably certain to exercise, lease payments in an optional renewal period if the Corporation is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless the Corporation 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.

**Right-of-Use Assets**

	<b>Property</b>	<b>Plant &amp; Equipment</b>	<b>Total</b>
Balance at 1 July 2019	395,081	-	395,081
Additions	-	-	-
Amortisation charge	(24,693)	-	(24,693)
Balance at 30 June 2020	<b>370,388</b>	<b>-</b>	<b>370,388</b>

**Lease Liabilities**

Maturity analysis - contractual undiscounted cash flows	-
Less than one year	-
One to five years	139,142
More than five years	225,797
Total undiscounted lease liabilities as at 30 June:	<b>364,939</b>

Lease liabilities included in the Balance Sheet at 30 June:

Current	20,391
Non-current	354,986
Total lease liabilities	<b>375,377</b>



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**5.7 Leases (cont'd)**

**Short-term and low value leases**

The Corporation has elected not to recognise right-of-use assets and lease liabilities for short-term leases of machinery that have a lease term of 12 months or less and leases of low-value assets (individual assets worth less than existing capitalisation thresholds for a like asset up to a maximum of AUD\$10,000), including IT equipment. The Corporation recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

	<b>2020</b>
<b>Expenses relating to:</b>	
Short-term leases	-
Leases of low value assets	175,304
<b>Total</b>	<b><u>175,304</u></b>
Variable lease payments (not included in measurement of lease liabilities)	-

**Non-cancellable lease commitments - Short-term and low-value leases**

Commitments for minimum lease payments for short-term and low-value leases are payable as follows:

Payable:	
Within one year	137,556
Later than one year but not later than five years	37,748
<b>Total lease commitments</b>	<b><u>175,304</u></b>

**(i) Leases classified as operating leases under AASB 117 Leases**

At transition, lease liabilities were measured at the present value of the remaining lease payments, discounted at the Corporation's incremental borrowing rate as at 1 July 2019. Right-of-use assets are measured at an amount equal to the lease liability, adjusted by the amount of any prepaid or accrued lease payments. The Corporation applied this approach to all applicable leases.

The Corporation used the following practical expedients when applying *AASB 16 Leases* to leases previously classified as operating leases under *AASB 117 Leases*.

- Applied a single discount rate to a portfolio of leases with similar characteristics.
- Adjusted the right-of-use assets by the amount of *AASB 137 Provisions, Contingent Liabilities and Contingent Assets* onerous contract provision immediately before the date of initial application, as an alternative to an impairment review.
- Applied the exemption not to recognise right-of-use assets and liabilities for leases with less than 12 months of lease term.
- Used hindsight when determining the lease term if the contract contains options to extend or terminate the lease.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**5.7 Leases (cont'd)**

**(ii) Leases previously classified as finance leases**

For leases that were classified as finance leases under *AASB 117 Leases*, the carrying amount of the right-of-use asset and the lease liability at 1 July 2019 are determined at the carrying amount of the lease asset and lease liability under *AASB 117 Leases* immediately before that date.

The Corporation is not required to make any adjustments on transition to *AASB 16 Leases* for leases in which it acts as a lessor, except for a sub-lease. The Corporation accounted for its leases in accordance with *AASB 16 Leases* from the date of initial application.

**Impact on financial statements**

On transition to *AASB 16 Leases*, the Corporation recognised an additional \$395,081 of right-of-use assets and \$395,081, of lease liabilities, recognising the difference in retained earnings.

When measuring lease liabilities, Corporation discounted lease payments using its incremental borrowing rate at 1 July 2019. The weighted-average rate applied is 2.86%.

	<b>2019</b>
	<b>\$</b>
Operating lease commitment at 30 June 2019 as disclosed in Corporation's financial statements	267,014
Discounted using the incremental borrowing rate at 1 July 2019	-
Finance lease liability recognised as at 30 June 2019	-
- Recognition exemption for:	
short-term leases	-
leases of low-value assets	175,304
- Extension and termination options reasonably certain to be exercised	-
- Residual value guarantees	-
- Lease liabilities recognised as at 1 July 2019	395,081
	570,385

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

**Note 6 Assets we manage**

**6.1 Plant, resources and equipment**

**Summary of plant, resources and equipment**

	At Fair Value 30 June 2019	Additions	Contributions	Revaluation	Depreciation	Disposal	At Fair Value 30 June 2020
	\$	\$	\$	\$	\$	\$	\$
Resources	3,238,336	621,139	-	-	(874,866)	-	2,984,609
Plant and vehicles	51,369	51,315	-	-	(12,372)	(23,277)	67,035
Information technology	381,372	147,568	-	-	(212,482)	-	316,458
Furniture and equipment	129,235	62,076	-	-	(23,734)	(6,950)	160,627
	<b>3,800,312</b>	<b>882,098</b>	<b>-</b>	<b>-</b>	<b>(1,123,454)</b>	<b>(30,227)</b>	<b>3,528,729</b>

**6.1 Property, infrastructure, plant and equipment (cont'd)**

	Resources	Plant and Vehicles	Information Technology	Furniture and Equipment	Total Plant, Resources and Equipment
	\$	\$	\$	\$	\$
At fair value 1 July 2019	5,206,053	66,575	1,294,243	417,018	6,983,889
Accumulated depreciation at 1 July 2019	(1,967,717)	(15,206)	(912,871)	(287,783)	(3,183,577)
	<b>3,238,336</b>	<b>51,369</b>	<b>381,372</b>	<b>129,235</b>	<b>3,800,312</b>
<b>Movements in fair value</b>					
Additions	621,139	51,315	147,568	62,076	882,098
Contributions	-	-	-	-	-
Disposal	(857,990)	(35,572)	(191,934)	(84,610)	(1,170,106)
Impairment losses recognised in operating result	-	-	-	-	-
	<b>(236,851)</b>	<b>15,743</b>	<b>(44,366)</b>	<b>(22,534)</b>	<b>(288,008)</b>
<b>Movements in accumulated depreciation</b>					
Depreciation and amortisation	(874,866)	(12,372)	(212,482)	(23,734)	(1,123,454)
Accumulated depreciation of disposals	857,990	12,295	191,934	77,660	1,139,879
	<b>(16,876)</b>	<b>(77)</b>	<b>(20,548)</b>	<b>53,926</b>	<b>16,425</b>
At fair value 30 June 2020	4,969,202	82,318	1,249,877	394,484	6,695,881
Accumulated depreciation at 30 June 2020	(1,984,593)	(15,283)	(933,419)	(233,857)	(3,167,152)
	<b>2,984,609</b>	<b>67,035</b>	<b>316,458</b>	<b>160,627</b>	<b>3,528,729</b>

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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## 6.1 Property, infrastructure, plant and equipment (cont'd)

### 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. Corporation assets are subsequently measured at carrying amount (depreciated cost). Unless there is market evidence that current replacement costs are significantly different from the original acquisition cost, it is considered unlikely that fair value is materially different from the existing carrying value.

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

#### *Asset recognition thresholds and depreciation periods*

	<b>Depreciation Period</b>	<b>Threshold Limit</b>
<b>Plant and Equipment</b>		<b>\$</b>
Resources (i)	3-7 years	\$1
Plant and vehicles	2-4 years	\$1,000
Information technology	4-8 years	\$1,000
Furniture and equipment	5-20 years	\$1,000

(i) Resources comprise of the Corporation's lending and research resources including books, DVD's and CD's.

Resources are catalogued, and as items are taken out of circulation the catalogue is adjusted. Once items are fully depreciated in accordance with individual category useful lives, they are disposed of for accounting purposes from opening cost and accumulated depreciation.

### Depreciation

Plant and vehicles, resources, information technology and furniture and equipment having limited useful lives are systematically depreciated over their useful lives to the Corporation 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 below and are consistent with the prior year unless otherwise stated.



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**6.1 Property, infrastructure, plant and equipment (cont'd)**

**Repairs and maintenance**

Routine maintenance, repair costs, and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

**Impairment of assets**

At each reporting date, the Corporation 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 assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the comprehensive income statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

**Fair value hierarchy**

The Corporation's financial assets and liabilities are measured at amortised cost.

The Corporation measures certain assets and liabilities at fair value where required or permitted by Australian accounting Standards, AASB 13 Fair value measurement, aims to improve consistency and reduce complexity by providing a defemination of fair value and a single source of fair value measurement and disclosure requirements for the use across Australian Accounting Standards.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

**Note 7 People and relationships** **2020** **2019**

**7.1 The Corporation and key management remuneration** **No.** **No.**

**(a) Related parties (board representatives)**

City of Greater Bendigo	2	2
Macedon Ranges Shire Council	3	2
Mount Alexander Shire Council	2	2
Loddon Shire Council	2	2

*Subsidiaries and Associates*

Nil

**(b) Key management personnel**

Details of persons holding the position of board member or other members of key management personnel at any time during the year are:

**Board members**

Karen Stevens - Macedon Ranges Shire Council (Former)  
 Sarah Noel - Macedon Ranges Shire Council  
 Cr Bill West - Macedon Ranges Shire Council  
 Phil Pinyon - Loddon Shire Council  
 Cr Cheryl McKinnon - Loddon Shire Council  
 Vicky Mason - City of Greater Bendigo  
 Cr Rod Fyffe - City of Greater Bendigo  
 Lisa Knight - Mount Alexander Shire Council  
 Cr Bronwen Machin - Mount Alexander Shire Council  
 Mark Hands (Chief Executive Officer)

<b>Total number of board members</b>	9	8
<b>Chief Executive Officer and other key management personnel</b>	1	1
<b>Total key management personnel</b>	10	9

**(c) Remuneration of key management personnel** **2020** **2019**

Total remuneration of key management personnel was as follows:	\$	\$
Short-term benefits	139,577	137,092
Long-term benefits	3,489	3,427
Post employment benefits	13,260	13,012
<b>Total</b>	156,326	153,531

The numbers of key management personnel whose total remuneration from the Corporation and any related entities, fall within the following bands:

\$0 - \$9,999	9	8
\$150,000 - \$159,999	1	1
	10	9

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**7.1 Corporation and key management remuneration (cont'd)**

**(d) Senior officer remuneration**

A senior officer is an officer of the Corporation, other than key management personnel, who:

- a) has management responsibilities and reports directly to the Chief Executive; or
- b) whose total annual remuneration exceeds \$151,000 (2019: \$148,000)

The number of senior officers are shown below in their relevant income bands:

	<b>2020</b>	<b>2019</b>
Income Range:	<b>No.</b>	<b>No.</b>
\$0,000 - \$9,999	-	1
\$20,000 - \$29,999	1	-
\$60,000 - \$69,999	3	-
\$70,000 - \$79,999	1	-
\$90,000 - \$99,999	-	1
\$100,000 - \$109,999	2	2
\$110,000 - \$119,999	-	1
	<b>7</b>	<b>5</b>
	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Total Remuneration for the reporting year for Senior Officers included above, amounted to	\$ 503,942	\$ 427,129

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

**7.2 Related party disclosure**

**(a) Transactions with related parties**

During the period Corporation entered into the following transactions with related parties.

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>Income</b>		
Council contribution received from City of Greater Bendigo	3,123,331	3,063,345
Council contribution received from Macedon Ranges Shire Council	1,331,560	1,279,951
Council contribution received from Mount Alexander Shire Council	527,011	512,173
Council contribution received from Loddon Shire Council	206,313	205,745
Reimbursement for running the Bendigo Regional Archive Centre (BRAC)	91,710	100,150
Hire of rooms at the Bendigo Library received from City of Greater Bendigo	3,160	1,902
Grant for 1.6 Billion Ways to be a Muslim received from City of Greater Bendigo	10,000	-
Grant for Write on the Fringe Festival received from City of Greater Bendigo	-	5,000
Grant for multicultural Libraries received from City of Greater Bendigo	8,564	-
Data rack, received from Mount Alexander Shire Council	-	1,450
Easter Festival bags, received from City of Greater Bendigo	-	909
Koori Engagement, received from City of Greater Bendigo	-	9,091
Tech Savvy Seniors, received from Macedon Ranges Shire Council	-	1,589
	<b><u>5,301,649</u></b>	<b><u>5,181,305</u></b>
<b>Expenses</b>		
Financial Services paid to City of Greater Bendigo	77,707	76,455
Purchase of catalogues from City of Greater Bendigo	105	-
Hire of the Capital Theatre, paid to City of Greater Bendigo	3,722	1,556
Rent and outgoings of Headquarters at Bendigo Library paid to City of Greater Bendigo	34,666	34,331
Suicide Prevention Forum paid to Loddon Shire	227	-
Flu Vaccinations paid to Macedon Ranges Shire Council	146	-
	<b><u>116,573</u></b>	<b><u>112,342</u></b>

**(b) Outstanding balances with related parties**

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

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

There are no loans in existence at balance date which have been made, guaranteed or secured by the Corporation to a related party.

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

There are no commitments in existence at balance date which have been made, guaranteed or secured by the Corporation to a related party.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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## **Note 8 Managing uncertainties**

### **8.1 Contingent assets and liabilities**

#### **(a) Contingent liabilities**

The Corporation has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme, matters relating to this potential obligation are outlined in Note 9.3. 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.

### **8.2 Change in accounting standards**

The following new AAS's have been issued that are not mandatory for the 30 June 2020 reporting period. The Corporation has assessed these pending standards and has identified the following potential impacts will flow from the application of these standards in future reporting periods.

#### **AASB 1059 Service Concession Arrangements: Grantors (AASB 1059) (applies 2020/21 for LG Sector)**

AASB 1059 addresses the accounting for a service concession arrangement by a grantor that is a public sector entity by prescribing the accounting for the arrangement from the grantor's perspective. It requires the grantor to:

- recognise a service concession asset constructed, developed or acquired from a third party by the operator, including an upgrade to an existing asset of the grantor, when the grantor controls the asset;
- reclassify an existing asset (including recognising previously unrecognised identifiable intangible assets and land under roads) as a service concession asset when it meets the criteria for recognition as a service concession asset;
- initially measure a service concession asset constructed, developed or acquired by the operator or reclassified by the grantor at current replacement cost in accordance with the cost approach to fair value in *AASB 13 Fair Value Measurement*. Subsequent to the initial recognition or reclassification of the asset, the service concession asset is accounted for in accordance with *AASB 116 Property, Plant and Equipment* or *AASB 138 Intangible Assets*, as appropriate, except as specified AASB 1059;
- recognise a corresponding liability measured initially at the fair value (current replacement cost) of the service concession asset, adjusted for any other consideration between the grantor and the operator; and
- disclose sufficient information to enable users of financial statements to understand the nature, amount, timing and uncertainty of assets, liabilities, revenue and cash flows arising from service concession arrangements.

(a) a description of the arrangements;

(b) significant terms of the arrangements that may affect the amount, timing and uncertainty of future cash flows (e.g. the period of the arrangement, re-pricing dates and the basis upon which re-pricing or renegotiation is determined);

(c) the nature and extent (e.g. quantity, time period, or amount, as appropriate) of:

(i) rights to receive specified services from the operator;

(ii) the carrying amount of service concession assets as at the end of the reporting period, including separate disclosure for existing assets of the grantor reclassified as service concession assets during the reporting period;

(iii) rights to receive specified assets at the end of an arrangement;

(iv) renewal and termination options;

(v) other rights and obligations (e.g. major overhaul of service concession assets); and

(vi) obligations to provide the operator with access to service concession assets or other revenue-generating assets; and

(d) changes in arrangements occurring during the reporting period.



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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## **8.2 Change in accounting standards (cont'd)**

### ***AASB 2018-7 Amendments to Australian Accounting Standards - Definition of Material (applies 2020/21 for LG Sector)***

The Standard principally amends *AASB 101 Presentation of Financial Statements* and *AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors*. The amendments refine the definition of material in AASB 101. The amendments clarify the definition of material and its application by improving the wording and aligning the definition across AASB Standards and other publications. The impacts on the local government sector are expected to be minimal.

### ***AASB 2019-1 Amendments to Australian Accounting Standards - References to the Conceptual Framework (applies 2020/21 for LG Sector)***

This Standard sets out amendments to Australian Accounting Standards, Interpretations and other pronouncements to reflect the issuance of the Conceptual Framework for Financial Reporting (Conceptual Framework) by the AASB. The impacts on the local government sector are expected to be minimal.

## **8.3 Financial instruments**

### **(a) Objectives and policies**

The Corporation's principal financial instruments comprise cash assets, term deposits, receivables, payables. Significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument are disclosed in relevant notes. Risk management is carried out by senior management under policies approved by the Corporation. These policies include identification and analysis of the risk exposure to Corporation and appropriate procedures, controls and risk minimisation.

### **(b) Market risk**

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. The Corporation's exposures to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

#### ***Interest Rate Risk***

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. The Corporation does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Corporation has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rates.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 1989*. The Corporation manages interest rate risk by adopting an investment policy that ensures:

- diversification of investment product;
- monitoring of return on investment; and
- benchmarking of returns and comparison with budget.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**8.3 Financial instruments (cont'd)**

**(b) Market risk (cont'd)**

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting period.

Interest rate movements have not been sufficiently significant during the year to have an impact on the Corporation's year end result.

**(c) Credit risk**

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause the Corporation to make a financial loss. The Corporation has exposure to credit risk on some financial assets included in the balance sheet. To help manage this risk the Corporation only invests surplus funds with financial institutions which have a recognised credit rating specified in the Corporation's investment policy.

Receivables are predominately other Local Government entities (Member Councils). Credit risk associated with the Corporation's financial assets is minimal because the primary debtor are the Victorian Government and other Member Councils. Apart from the Victorian Government and Member Councils the Corporation does not have any significant credit risk exposure to a single customer or groups of customers.

There are no material financial assets which are individually determined to be impaired.

**(d) Liquidity risk**

Liquidity risk includes the risk that, as a result of the Corporation's operational liquidity requirements it will not have sufficient funds to settle a transaction when required or will be forced to sell a financial asset at below value or may be unable to settle or recover a financial asset.

To help reduce these risks the Corporation:

- have a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid investments; and
- monitor budget to actual performance on a regular basis.

The Corporation's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed on the face of the balance sheet, and is deemed insignificant based on prior periods' data and current assessment of risk.

There has been no significant change in the Corporation's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting period.

Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

**(e) Sensitivity disclosure analysis**

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Corporation believes the following movements are 'reasonably possible' over the next 12 months:

- A parallel shift of + 1% and -1% in market interest rates (AUD) from year-end rates of 0.64%.

These movements will not have a material impact on the valuation of the Corporation's financial assets and liabilities, nor will they have a material impact on the results of the Corporation's operations.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**8.4 Fair value measurement**

Fair value hierarchy

The Corporation's financial assets and liabilities are not valued in accordance with the fair value hierarchy. The Corporation's financial assets and liabilities are measured at amortised cost.

**8.5 Events occurring after balance date**

On 2 August 2020 the Victorian State Government in response to COVID-19 imposed State 3 restrictions in regional Victorian effective Thursday 6 August 2020. In response the Corporation closed all libraries to the public and reverted to the online service model with a click and collect facility offered under the initial stage 3 restrictions in March 2020.

No adjustments to 30 June 2020 balances are required as a result of the new restrictions. All receivables and payables balances along with actual impacts on revenue and expenses and asset values are not expected to be further impacted by the announcement.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**Note 9 Other matters**

9.1 Reserves	Balance at beginning of reporting period \$	Increment (Decrement) \$	Balance at end of reporting period \$
<b>Discretionary Reserves</b>			
<b>2020</b>			
Plant replacement	417,918	(45,000)	372,918
Local history bequest	397,262	5,876	403,138
Defined benefits	350,000	50,000	400,000
Art book bequest	81,425	1,082	82,507
<b>Total Discretionary Reserves</b>	<b>1,246,605</b>	<b>11,958</b>	<b>1,258,563</b>
<b>Discretionary Reserves</b>			
<b>2019</b>			
Plant replacement	457,918	(40,000)	417,918
Local history bequest	388,291	8,971	397,262
Defined benefits	300,000	50,000	350,000
Art book bequest	79,597	1,828	81,425
<b>Total Discretionary Reserves</b>	<b>1,225,806</b>	<b>20,799</b>	<b>1,246,605</b>

**Discretionary reserves**

**Plant Replacement Reserve**

This reserve was established for future vehicle purchases and will be reviewed in 2020/2021 to be split into two to create a Development Initiative Reserve.

**Local History Bequest Reserve**

This reserve was established when the Corporation received a Bequest to be spent on Local History.

**Defined Benefits Reserve**

This reserve is used to assist with the funding of any call that may be made on the Corporation as a result of shortfall in the Local Authorities Superannuation Fund Defined Benefits Plan.

**Art Book Bequest Reserve**

This reserve was established when the Corporation received a Bequest to be spent on Art Books.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

**9.2 Reconciliation of cash flows from operating activities to surplus/(deficit)**

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Surplus for the year	202,477	48,248
Depreciation and Amortisation	1,148,147	1,154,637
(Profit)/loss on disposal of plant, resources and equipment	6,592	8,197
Contributions - non monetary assets	-	(31,336)
<i>Change in assets and liabilities:</i>		
Decrease in trade and other receivables	10,200	2,536
Increase/decrease in other assets	21,144	(18,001)
Increase/(decrease) in trade and other payables	154,435	(31,980)
Increase/(decrease) in Lease liability	(19,707)	-
Increase/(decrease) in trust funds and deposits	(1,573)	1,481
Increase/(decrease) in provisions	38,856	95,064
<b>Net cash provided by operating activities</b>	<b>1,560,571</b>	<b>1,228,846</b>

**9.3 Superannuation**

The Corporation makes the majority of its employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). The Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. The Defined Benefit category provides lump sum benefits based on years of service and final average salary. In certain circumstances a defined benefit member may be eligible to purchase a lifetime pension with up to 50% of their lump sum benefit. The accumulation category receives fixed contributions from The Corporation and the Corporation's legal or constructive obligation is limited to these contributions. Obligations for contributions to the Fund are recognised as an expense in Comprehensive Operating Statement 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 2020, this was 9.5% (9.5% in 2018/19) as required under Superannuation Guarantee legislation. Our commitment to accumulation plans is limited to making contributions in accordance with our minimum statutory requirements. No further liability accrues to the employer as the superannuation benefits accruing to employees are represented by their share of the net assets of the Fund. The Superannuation Guarantee (SG) rate will remain at 9.5% for the next year, increasing to 10% from 1 July 2021, and eventually to 12% from 1 July 2025.

**Defined Benefit**

As provided under Paragraph 34 of AASB 119 of AASB 119 – Employee Benefits, The Corporation 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 multi-employer sponsored plan.



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**Note 9.3 Superannuation (cont'd)**  
**Funding arrangements (cont'd)**

As a multi-employer sponsored plan, the Fund was established as a mutual scheme to allow for the mobility of the workforce between the participating employers without attaching a specific liability to particular employees and their current employer. Therefore, 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 the Corporation in the Fund cannot be measured as a percentage compared with other participating employers. While there is an agreed methodology to allocate any shortfalls identified by the Fund Actuary for funding purposes, there is no agreed methodology to allocate benefit liabilities, assets and costs between the participating employers for accounting purposes. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119 because of the pooled nature of the Fund's Defined Benefit category.

**Funding arrangements**

The Corporation makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee on the advice of the Fund Actuary.

A triennial actuarial review is currently underway for the Defined Benefit category as at 30 June 2020 and is expected to be completed by 31 December 2020.

As at 30 June 2020, an interim actuarial investigation was held as the Fund provides lifetime pensions in the Defined Benefit category. The vested benefit index (VBI) of the Defined Benefit category of which The Corporation is a contributing employer was 104.6% as at 30 June 2020 (107.1% at 30 June 2019). The financial assumptions used to calculate the VBIs were:

	30 June 2020	30 June 2019
Net investment returns	6.6% pa	6.0% pa
Salary information	1.2% pa	3.5% pa
Price inflation (CPI)	1.2% pa.	2.0% pa.

Vision Super has advised that the estimated VBI at 31 May 2020 was 105%.

The Australian Prudential Regulation Authority (APRA) superannuation prudential standard (SPS 160) - Defined Benefit Matters determines the funding requirements of a defined benefit (DB) arrangement. Under this

- The VBI is the measure to determine whether there is an unfunded liability, and
- Any unfunded liability that arises must be paid within three years.

Under SPS 160, the VBI is to be used as the primary funding indicator. Because the VBI was above 100%, the 2019 interim actuarial investigation showed that the Defined Benefit category was in a satisfactory financial position under SPS 160. As a result, the Fund Actuary determined that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**Note 9.3 Superannuation (cont'd)**  
**Funding arrangements (cont'd)**

The Fund's employer funding arrangements comprise of three components as follows:

1. Regular contributions - which are ongoing contributions needed to fund the balance of benefits for current members and pensioners;
2. Funding calls – which are contributions in respect of each participating employer's share of any funding shortfalls that arise; and
3. Retrenchment increments – which are additional contributions to cover the increase in liability arising from retrenchments.

The Corporation is also required to make additional contributions to cover the contributions tax payable on components 2 and 3 referred to above.

Employees are also required to make member contributions to the Fund. As such, assets accumulate in the Fund to meet member benefits, as defined in the Trust Deed, as they accrue.

***Employer contributions***

***Regular contributions***

On the basis of the results of the 2019 interim actuarial investigation conducted by the Fund Actuary, The Corporation makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2019, this rate was 9.5% of members' salaries (9.5% in 2018/2019). This rate will increase in line with the SG increases.

In addition, the Corporation reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit (the funded resignation or retirement benefit is calculated as the VBI multiplied by the benefit).

***Funding calls***

The Fund is required to comply with the superannuation prudential standards. Under the superannuation prudential standard SPS 160, the Fund is required to target full funding of its vested benefits. There may be circumstances where:

- A fund is in an unsatisfactory financial position at an actuarial investigation (i.e. its vested benefit index (VBI) is less than 100% at the date of the actuarial investigation); or
- A fund's VBI is below its shortfall limit at any time other than at the date of the actuarial investigations.

If either of the above occur, the fund has a shortfall for the purposes of SPS 160 and the fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. There may be circumstances where APRA may approve a period longer than three years.

The Fund monitors its VBI on a quarterly basis and the Fund has set the Defined Benefit category's shortfall limit at 97%.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**Note 9.3 Superannuation (cont'd)**

**Defined benefit (cont'd)**

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including The Corporation) are required to make an employer contribution to cover the shortfall. The methodology used to allocate the shortfall was agreed in 1997 to fairly and reasonably apportion the shortfall between the participating employers.

Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

The pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund are based on:

- The service periods of all active members split between the active members pre-1 July 1993 and post-30 June 1993 service period, and
- The pensioner (including fixed term pension) liabilities which are allocated to the pre-1993 period.

The pre-1 July 1993 component of the shortfall is apportioned between the participating employers based on the employer's share of the total participating employer payroll at 30 June 1993.

The post-30 June 1993 component of the shortfall is apportioned between the participating employers based on the employer's share of the total participating employer payroll at the date the shortfall has been calculated.

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries, it is unlikely that the Fund will be wound up. In the unlikely event that the Fund is wound up and there is a surplus in the Fund, the surplus cannot be applied for the benefit of the defined benefit employers where there are on-going defined benefit obligations. The surplus would be transferred to the fund accepting those defined benefit obligations (including the lifetime pension obligations) of the Fund.

In the event that a participating employer is wound-up, the defined benefit obligations of that employer will be transferred to that employer's successor.

During 2019/20, The Corporation was not required to make payments to the Fund in respect of retrenchment increments (\$0 in 2018/19). The Corporation's liability to the Fund as at 30 June 2017, for retrenchment increments, accrued interest and tax is \$0 (\$0 in 2018/19).

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**Note 9.3 Superannuation (cont'd)**

**The 2019 interim actuarial investigation surplus amounts**

An actuarial investigation is conducted annually for the Defined Benefit category of which [Employer name] is a contributing employer. Generally, a full actuarial investigation conducted every three years and interim actuarial investigations are conducted for each intervening year. An interim investigation was conducted as at 30 June 2019 and the last full actuarial investigation was conducted as at 30 June 2017. The Fund's actuarial investigations identified the following for the Defined Benefit category of which The Corporation is a contributing employer:

The Fund's actuarial investigations identified the following for the Defined Benefit category of which the Corporation is a contributing employer:

	<b>2019</b>	<b>2017</b>
	<b>\$m</b>	<b>\$m</b>
A VBI surplus	151.3	69.8
A total service liability surplus	233.4	193.5
A discounted accrued benefits surplus	256.7	228.5

The VBI surplus means that the market value of the funds' assets supporting the defined benefit obligations exceed the vested benefits that the defined benefit members would have been entitled to if they had all exited. The total service liability surplus means that the current value of the assets in the Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2019.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2019.

The Corporation was notified of the 30 June 2019 VBI during August 2019 (2018: August 2018).

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**Note 9.3 Superannuation (cont'd)**

**The 2020 Triennial valuation**

A triennial actuarial investigation will be conducted for the Fund's position as at 30 June 2020. It is anticipated that this actuarial investigation will be completed by 31 December 2020. The financial assumptions for the purposes of this investigation are:

	<b>2020 Triennial investigation</b>	<b>2017 Triennial investigation</b>
<b>Net investment return</b>	6.5%pa	5.6%pa
<b>Salary Inflation</b>	2.5%pa for the first two years and 2.75%pa thereafter	3.5%pa
<b>Price Inflation</b>	2.0% pa	2.5% pa

Contributions by the Corporation (excluding any unfunded liability payments) to the above superannuation

<b>Scheme</b>	<b>Type of Scheme</b>	<b>Rate</b>	<b>2020</b>	<b>2019</b>
Vision super	Defined benefit	9.50%	24,166	355,609
Vision super	Accumulation fund	9.50%	29,002	349,813

There were no contributions outstanding and no loans issued from or to the above schemes as at 30 June 2020. The expected contributions to be paid to the Defined Benefit category of Vision Super for the year ending 30 June 2021 is \$19,759.



**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

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**Note 10 Change in accounting policy**

The Corporation has adopted *AASB 15 Revenue from Contracts with Customers*, *AASB 16 Leases* and *AASB 1058 Income of Not-for-Profit Entities*, from 1 July 2019. This has resulted in changes in accounting policies and adjustments to the amounts recognised in the financial statements.

Due to the transition methods chosen by the Corporation in applying these standards, comparative information throughout these financial statements has not been restated to reflect the requirements of the new standards except in relation to contracts that were not complete at 1 July 2019. The transition impact of these are detailed below.

**a) AASB 15 Revenue from Contracts with Customers - Impact of Adoption**

*AASB 15 Revenue from Contracts with Customers* applies to revenue transactions where the Corporation provides services or goods under contractual arrangements.

The Corporation adopted *AASB 15 Revenue from Contracts with Customers* using the modified (cumulative catch up) method. Revenue for 2019 as reported under *AASB 118 Revenue* is not adjusted, because the new standard is only applied from the date of initial application.

*AASB 15 Revenue from Contracts with Customers* requires revenue from contracts with customers to be recognised as the Corporation satisfies the performance obligations under the contract.

**b) AASB 16 Leases**

*AASB 16 Leases* requires right of use assets and related liabilities for all lease agreements to be recognised on the balance sheet. The Statement of Comprehensive Income is to separately recognise the amortisation of the right of use asset, and the finance costs relating to the lease. The Corporation has elected to adopt the modified (cumulative catch up) method under the standard and as such has not adjusted 2019 disclosures. The transition impact of these are detailed below.

**c) AASB 1058 Income of Not-for-Profit Entities**

*AASB 1058 Income of Not-for-Profit Entities* applies to income received where no contract is in place. This includes statutory charges (such as rates) as well as most grant agreements.

The Corporation adopted *AASB 1058 Income of Not-for-Profit Entities* using the modified (cumulative catch up) method. Income for 2019 is not adjusted, because the new standard is only applied from the date of initial application.

*AASB 1058 Income of Not-for-Profit Entities* requires income to be recognised as the Corporation satisfies the performance obligations under the contract.

**d) Transition impacts**

The following table summarises the impact of transition to the new standards on retained earnings at 1 July 2019.

	<b>2019</b>
Retained earnings at 30 June 2019	1,635,403
Revenue adjustment - impact of <i>AASB 15 Revenue from Contracts with Customers</i>	-
Income Adjustment - impact of <i>AASB 1058 Income of Not-for-Profit Entities</i>	-
Retained earnings at 1 July 2019	1,635,403

The Corporation adopted the practical expedient of deeming the lease asset to be equal in value to the lease liability at 1 July 2019. As such there was no impact on retained earnings on the adoption of *AASB 16 Leases*.

**North Central Goldfields Regional Library Corporation**  
**Notes to the Financial Report for the year ended 30 June 2020**

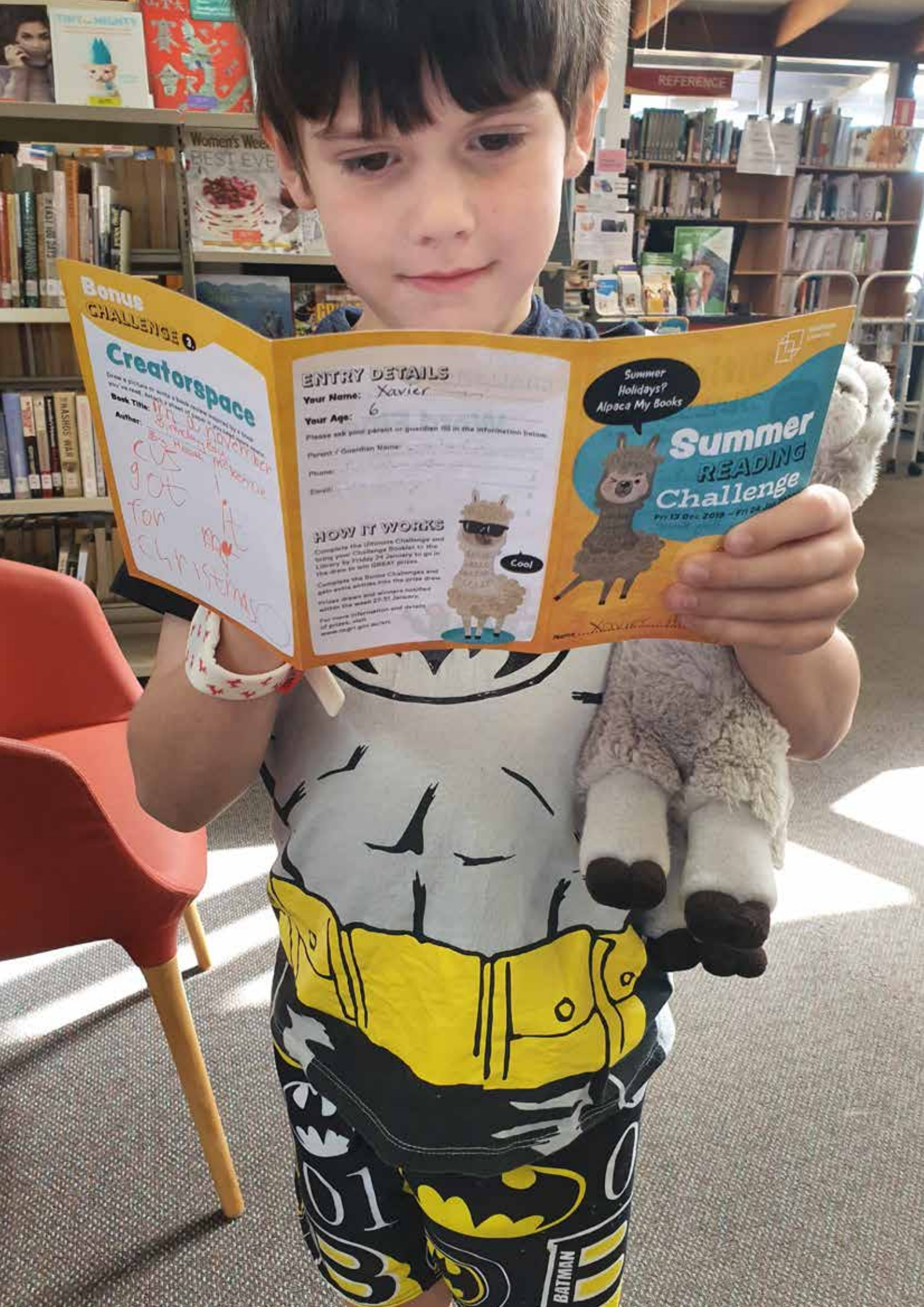
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**Note 10 Change in accounting policy (cont'd)**

The following table summarises the impacts of transition to the new standards on the Corporation's balance sheet for the year ending 30 June 2019.

	<b>As reported</b>		
	<b>30 June</b>		<b>Post</b>
	<b>2019</b>	<b>Adjustments</b>	<b>adoption</b>
<b>Assets</b>			
Right of use assets	-	395,081	395,081
	<u>-</u>	<u>395,081</u>	<u>395,081</u>
<b>Liabilities</b>			
Unearned income - operating grants	-	-	-
Unearned income - capital grants	-	-	-
Lease liability - current	19,704	-	19,704
Lease liability - non-current	375,377	-	375,377
	<u>395,081</u>	<u>-</u>	<u>395,081</u>





**Bonus CHALLENGE 1**

**Creatorspace**

Draw a picture or write a story/answer a question that you've read. Attach a sheet of paper to your drawing or story.

**Book Title:** *Alpacas My Books*

**Author:** *Alpacas My Books*

*cus got for Christmas*

**ENTRY DETAILS**

**Your Name:** *Xavier*

**Your Age:** *6*

Please ask your parent or guardian fill in the information below.

**Parent / Guardian Name:**

**Phone:**

**Email:**

**HOW IT WORKS**

Complete the Ultimate Challenge and bring your Challenge Booklet to the Library by Friday 24 January to go in the draw to win GREAT prizes.

Complete the Bonus Challenges and add extra entries into the prize draw.

Prizes drawn and winners notified within the week 27-31 January.

For more information and details of prizes, visit [www.rdg.gov.uk](http://www.rdg.gov.uk)



Summer Holidays?  
*Alpacas My Books*

**Summer READING Challenge**

Fri 12 Dec 2019 - Fri 24 Jan 2020

Name: *Xavier*

## BRANCHES

### BENDIGO

251-259 Hargreaves Street  
p: 5449 2700

.....

### CASTLEMAINE

212 Barker Street  
p: 5472 1458

.....

### EAGLEHAWK

Eaglehawk Mechanics Institute  
1 Sailors Gully Road  
p: 5446 7577

.....

### GISBORNE

8 Hamilton Street  
p: 5428 3962

.....

### HEATHCOTE

125 High Street  
p: 5433 3734

.....

### KANGAROO FLAT

23 Lockwood Road  
p: 5447 8344

.....

### KYNETON

3 Baynton Street  
p: 5422 1365

.....

### ROMSEY

98 Main Street  
p: 5429 3086

.....

### WOODEND

Cnr High & Forest Streets  
p: 5427 2074

.....

## AGENCIES

### AXEDALE

Axedale Public Hall  
94 McIvor Road

.....

### BOORT

Boort Resource and  
Information Centre  
119-121 Godfrey Street

.....

### DINGEE

Dingee Railway Station  
Bendigo-Pyramid Road

.....

### ELMORE

Elmore Athenaeum Hall  
62 Michie Street

.....

### INGLEWOOD

Inglewood Community  
Neighbourhood House  
Inglewood Town Hall Hub  
20 Verdon Street

.....

### PYRAMID HILL

Pyramid Hill Neighbourhood House  
Unit 5-8/43 Kelly Street

.....

### TARNAGULLA

Tarnagulla Community Centre  
8 Sandy Creek Lane

.....

### WEDDERBURN

Wedderburn Community Centre  
24 Wilson Street

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**Thank you to our valued members, visitors and partners for supporting Goldfields Library Corporation this year.**