



# AGENDA PAPER

and

accompanying documents

for the

## Ordinary Meeting of the Board

of the

## Yarra Plenty Regional Library Service

Thursday 26 February 2026

at

6:00 pm

Rosanna Library

72 Turnham Avenue, Rosanna, VIC 3084

## TO BOARD MEMBER

Yarra Plenty Regional Library Board Meeting will be held on:

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### DATE AND TIME:

Thursday 26 February 2026 at 6:00 pm

### LOCATION:

Rosanna Library, 72 Turnham Avenue, Rosanna, VIC 3084

### APOLOGIES:

If you cannot attend the meeting, please email [dlamb@ypri.vic.gov.au](mailto:dlamb@ypri.vic.gov.au)

by **Monday 23 February 2026**

**Chief Executive Officer**

## Table of Contents

<b>1</b>	<b>Welcome and Apologies</b> .....	<b>4</b>
<b>2</b>	<b>Acknowledgement to Traditional Custodians</b> .....	<b>4</b>
<b>3</b>	<b>Disclosures of Interest, Declaration of Pecuniary and Conflict of Interest</b> .....	<b>4</b>
<b>4</b>	<b>Confirmation of Previous Minutes</b> .....	<b>5</b>
	4.1 Minutes of the Ordinary Meeting of 29 January 2026.....	5
<b>5</b>	<b>Actions Arising from Previous Meetings</b> .....	<b>16</b>
<b>6</b>	<b>Presentation of General Reports</b> .....	<b>17</b>
	6.1 PLV Benchmarking Results Presentation (NOTING).....	18
	6.2 Responsible Conduct Policy (DECISION) .....	19
	6.3 Collection Development Policy (DECISION) .....	33
	6.4 Library Plan Action Plan (ENDORSEMENT).....	46
	6.5 Quarterly Finance Report - December 2025 (NOTING).....	53
	6.6 CEO Report (NOTING) .....	59
<b>7</b>	<b>Consideration of Action on Petitions and Joint Letters</b> .....	<b>71</b>
<b>8</b>	<b>General Business</b> .....	<b>71</b>
<b>9</b>	<b>Reports from Delegates Appointed by the Board to Other Bodies</b> .....	<b>71</b>
<b>10</b>	<b>Urgent Business</b> .....	<b>71</b>
<b>11</b>	<b>Confidential Meeting</b> .....	<b>71</b>
<b>12</b>	<b>Meeting Closure</b> .....	<b>71</b>

## 1 Welcome and Apologies

Nil

## 2 Acknowledgement to Traditional Custodians

***“YPRL acknowledges the Wurundjeri, Woi-wurrung peoples of the Kulin Nation as the Traditional Owners of this Land, paying respects to all Aboriginal and Torres Strait Islander Elders past, present and emerging who have resided in the area. We support the Uluru Statement from the Heart.”***

## 3 Disclosures of Interest, Declaration of Pecuniary and Conflict of Interest

## **4 Confirmation of Previous Minutes**

### **4.1 Minutes of the Ordinary Meeting of 29 January 2026**

That the Board resolves to confirm the Minutes of the Ordinary Meeting of 29 January 2026.

Minutes of the Meeting  
of  
29 January 2026

## **5 Actions Arising from Previous Meetings**

**No outstanding actions**

## **6 Presentation of General Reports**

# Presentation of General Reports

## 6.1 PLV Benchmarking Results Presentation (NOTING)

Responsible Officer: Chief Executive Officer  
Author: Nicole Rudden, Chief Executive Officer  
Attachments: Nil

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### EXECUTIVE SUMMARY

A presentation will be delivered to the Board by Ian Phillips, I & J Management Services to outline YPRL's performance compared to the 50 other Public Libraries across Victoria.

Each year, YPRL takes part in the survey, conducted by Public Libraries Victoria (PLV), that collects data and statistics across a broad range of areas including income, expenditure, membership, collections, loans, visits, programs, etc. PLV engages I & J Management Services to manage this process and share the results and outcomes once compiled.

Ian will attend the Board meeting in person and a copy of the presentation will be made available to Board members following the meeting.

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### RECOMMENDATION

**THAT the Board resolves to RECEIVE and NOTE the PLV Benchmarking presentation.**

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### REPORT

#### LINKS TO LIBRARY PLAN

Priority 1: Literacy and Learning for Life  
Priority 2: Connection and Wellbeing  
Priority 3: Digital Access and Innovation  
Priority 4: Organisational Resilience

#### DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**END OF AGENDA ITEM**

## 6.2 Responsible Conduct Policy (DECISION)

Responsible Officer: Chief Executive Officer

Author: Robyn Ellard, Executive Manager Public Participation

Attachments: 1. 2026 02 Responsible Conduct Policy Public CLEA N(5) [6.2.1 - 11 pages]

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### EXECUTIVE SUMMARY

The Responsible Conduct Policy was developed and approved by the YPRL Board in September 2018 in response to the increase in incident reports involving inappropriate behaviour of the public in the libraries.

It is reviewed every 3 years with the last review undertaken in 2025. This review has been brought forward to align with organisational requirements under YPRL's new Occupational, Violence and Aggression (OVA) policy and systems and to reflect the new Psychosocial Health Regulations.

As part of this review, comparable Responsible Conduct Policies from member councils have been considered to ensure consistency with sector practice and contemporary governance standards.

The revised policy also includes an updated delegation, providing the YPRL executive team with the authority to impose patron bans for periods of up to six (6) months, where necessary to manage serious or ongoing risks.

The report is for decision.

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### RECOMMENDATION

**THAT the Board resolves to RECEIVE and APPROVE the Responsible Conduct Policy.**

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### REPORT

#### BACKGROUND

The Responsible Conduct Policy has been reviewed to ensure it remains current, legally compliant, and effective in managing patron behaviour while safeguarding staff, volunteers, and patrons.

The revisions ensure consistency with the YPRL's OVA Policy, strengthening expectations around appropriate behaviour, response pathways, and accountability. Clear alignment between policies supports a consistent and defensible approach to incident management across services.

Recent changes to psychosocial health regulations place increased obligations on employers to identify, assess, and control psychosocial hazards, including exposure to aggressive, threatening, or inappropriate behaviour. Updating the Responsible Conduct Policy is a key control in meeting these obligations and demonstrates proactive risk management to protect staff wellbeing.

As part of the review, Responsible Conduct Policies from member councils were examined. This benchmarking indicates that extended ban periods and executive level delegation are common practice when managing high-risk or repeat behaviours.

Providing the executive team with authority to impose bans of up to six (6) months supports:

- Timely and proportionate responses to serious or repeated incidents
- Reduced operational delays where risks to staff and patrons are ongoing
- Greater consistency and accountability in decision-making
- Improved capacity to meet duty-of-care obligations

The length of any ban period will be determined based on the nature and severity of the behaviours involved, with the six month period providing the organisation with the capacity to address significant or repeated behaviours appropriately. -month period providing the organisation with the capacity to address significant or repeated behaviours appropriately. The proposed changes ensure the organisation has appropriate governance mechanisms in place to respond effectively to situations where extended risk management measures may be required.

The proposed changes ensure the organisation has appropriate governance mechanisms in place to respond effectively to situations where extended risk management measures may be required.

#### **KEY REVISIONS**

- Stronger zero-tolerance stance on unreasonable, offensive, abusive or threatening behaviour towards staff, volunteers, contractors, Board members and community members.
- Clearer empowerment of YPRL staff to assess unacceptable behaviour and cease interactions where safety is at risk, including asking patrons to stop, leave the premises, or ending phone calls.
- Clear alignment with YPRL's safe working environment framework, with explicit linkage to the Occupational Violence and Aggression framework.
- Inclusion of the Occupational Health and Safety (Psychological Health) Regulations 2025 in related legislation.
- Expanded and refined definitions, including examples of inconsiderate, unreasonable or offensive behaviour, infringements of security and safety.
- Introduction of a new, detailed section on unreasonable or unsafe behaviour, framed around excessive burden on staff and risk to safety, with defined behaviour categories.
- Addition of an expanded, behaviour-based list of examples of unsafe or aggressive conduct.
- Clearer authority and process for the Senior Officer in Charge to eject a person.
- Expanded grounds for bans to include infringements of security and safety, inappropriate, unreasonable or unsafe behaviour, and repeated reports of incidents.
- Extension of maximum ban duration up to six months with CEO endorsement, with longer bans requiring Board authorisation.

#### **CONSULTATION**

- HWL Ebsworth Lawyers
- YPRL Board members
- WorkSafe Victoria
- Senior Leadership Team

- Nillumbik Shire Council

## **CRITICAL DATES**

N/A

## **FINANCIAL IMPLICATIONS**

All financial implications are included within the body of this report.

## **STRATEGIC RISKS**

SR 04: Governance - Failure to comply with statutory obligations, policies or governance frameworks

SR 05: Organisational Health, Safety and Wellbeing - Failure to adequately protect the health, safety and wellbeing of employees, contractors, volunteers or members of the public

## **POLICY AND LEGISLATION**

- Occupational Health and Safety Act 2004
- Occupational Health and Safety (Psychological Health) Regulations 2025
- YPRL Occupational Violence and Aggression Policy and associated systems
- YPRL Health Safety & Wellbeing Policy
- YPRL Closed Circuit Television (CCTV) Standard Operating Policy

## **LINKS TO LIBRARY PLAN**

Priority 2: Connection and Wellbeing

Priority 4: Organisational Resilience

## **DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**END OF AGENDA ITEM**



<b>Policy Adopted by Board – February 2026</b>	
Policy Name	<b>Responsible Conduct Policy - Public</b>
Version number	6
Policy date	February 2026
Date to be reviewed	February 2029
Responsibility	Chief Executive Officer (CEO) with delegation to Executive Leadership Team (ELT)
Related YPRL Policies and Procedures	Employee Code of Conduct Closed Circuit Television (CCTV) Standard Operating Policy and Procedures Internet Access Policy Privacy Policy Child Safety and Wellbeing Policy Unattended Children Procedure Social Media Policy Incident Management and Reporting Procedure Responsible Conduct Procedures Occupational Violence and Aggression Policy, Standards and Guidelines

DRAFT



## Table of Contents

1. Purpose .....	3
2. Scope .....	3
3. Related Legislation .....	3
4. A Risk Management Approach .....	3
5. Terms and Conditions of Entry:.....	4
6. Definitions .....	4
7. Policy .....	5
7.1 Standards of behaviour .....	5
7.2 Inappropriate conduct.....	5
7.2.1 Inconsiderate or offensive behaviour: .....	5
7.2.2 Infringing the security and safety of people or property.....	6
7.2.3 Animals.....	6
7.2.4 Photography and filming in YPRL premises.....	7
7.2.5 Incident Report.....	8
7.3 Enforcement of this Policy .....	8
7.4 Bans .....	8
7.4.1 Grounds.....	8
7.4.2 Authority to ban .....	9
7.4.3 Consequences.....	9
7.4.4 Appeals.....	9
7.4.5 Register of bans .....	10
7.5 Protection of Yarra Plenty Regional Library Property.....	10
8. Information privacy.....	10
9. Responsibilities.....	10
Schedule 1.....	11



## 1. Purpose

The purpose of the Responsible Conduct Policy (the Policy) is to contribute to Yarra Plenty Regional Library (YPRL) Service being:

- a safe place.
- a welcoming place.
- a respectful place, where:
  - needs and interests can be pursued freely.
  - people show due regard to the needs, sensitivities, and rights of others.
- a place where collections, services and programs are inclusive of people where we support the rights of all people regardless of age, gender, ability or background.

The Policy defines the commonplace standards of behaviour expected when engaging with YPRL either in person, via email, telephone, social media and/or any other internet communication platform. YPRL has zero tolerance for persons whose behaviour can be deemed unreasonable, offensive, abusive or threatening to its staff, Board members and/or members of the community

***YPRL staff are empowered to determine whether or not behaviour is unacceptable for the purposes of the policy.***

YPRL supports its staff to cease interactions with a customer behaving unreasonably where it may be unsafe for the employee, including asking a customer to stop, asking them to leave YPRL's premises and/or terminating a phone call.

## 2. Scope

The Policy applies to the management of unreasonable patron behaviour and those adversely affected by unreasonable and/or unsafe behaviour, as defined in the policy.

The policy is part of a YPRL's safe working environment framework. Where a patron is displaying behaviour that is deemed unreasonable and/or unsafe, YPRL staff will refer to the policy and guidelines outlined in YPRL's Occupational Violence and Aggression framework.

## 3. Related Legislation

The Policy is supported by:

- *Privacy and Data Protection Act 2014* (Vic);
- *Child Safe Standards 2022*; and
- *Charter of Human Rights and Responsibilities Act 2006* (Vic).
- *Occupational Health and Safety (Psychological Health) Regulations 2025*

## 4. A Risk Management Approach

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Page 3 of 11

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YPRL will consider appropriate risk controls to address unreasonable, or unsafe behaviour appropriate to the risk arising for YPRL staff, board members and/or members of the community. YPRL will consider the frequency, duration and severity of the unreasonable or unsafe behaviour in measuring the harm or impact that may result from the behaviour.

## 5. Terms and Conditions of Entry:

All persons entering YPRL premises must abide by the Terms and Conditions of Entry to YPRL premises set out in Schedule 1.

## 6. Definitions

Term	Definition
<b>CEO</b>	Means the person holding the position of Chief Executive Officer of Yarra Plenty Regional Library
<b>Executive Leadership Team (ELT)</b>	Means any one of the following people: <ul style="list-style-type: none"> <li>• Executive Manager Public Participation</li> <li>• Executive Manager Corporate Services</li> <li>• Executive Manager Technology and Assets</li> </ul>
<b>YPRL Staff</b>	This includes: <ul style="list-style-type: none"> <li>• Employees</li> <li>• Volunteers</li> <li>• Contractors</li> </ul>
<b>Inconsiderate, unreasonable, or offensive behaviour</b>	Behaving in a way that may cause offence to a reasonable person.
<b>Infringement of security and safety</b>	Events, actions, or behaviours that harm, create risk of harm or threaten harm.
<b>Incident Report</b>	A report that is prepared following an infringement of security or when a person refuses to cooperate with YPRL staff enforcing the Policy.
<b>Senior Officer in Charge</b>	Any YPRL employee who is designated supervisor during that shift.
<b>The Policy</b>	The Responsible Conduct Policy
<b>VIC POL</b>	Victoria Police
<b>Yarra Plenty Regional Library premises</b>	Branch libraries at Greensborough, Eltham, Ivanhoe, Rosanna, Watsonia, Lalor, Mill Park, Thomastown, Mernda and Whittlesea; any transport service operated by the YPRL and any other premises or areas that YPRL has leased, hired, or otherwise contracted to use. Surrounding common areas are subject to the Policy only if the YPRL has contracted the use of those areas.



## 7. Policy

### 7.1 Standards of behaviour

YPRL libraries welcome and are here for everyone in our communities

This Policy reflects YPRL's values of inclusion and acceptance and is underpinned by the [Charter of Human Rights and Responsibilities Act 2006 \(Vic\)](#), notably the role and function of public libraries including freedom of thought, conscience, religion and belief, freedom of expression, taking part in public life and cultural rights. This is applied through the observance of two commonplace standards of behaviour:

- that the security and safety of people or property is not infringed.
- that due regard is shown for the needs, interests and rights of others.

Failure to observe these standards is considered unacceptable.

### 7.2 Inappropriate conduct

#### 7.2.1 Inconsiderate or offensive behaviour:

This is including but not limited to:

- (a) failing to observe all the Terms and Conditions of Entry to YPRL premises as set out in Schedule 1.
- (b) abuse of YPRL property, or behaviour that puts YPRL property at risk, including misuse of furniture and eating or drinking in non-designated areas.
- (c) abuse of YPRL systems and processes (e.g. deliberately misfiling library material, circumventing booking systems).
- (d) advertising, petitions, or protest materials must not be displayed or distributed in the library without prior written approval from management.
- (e) refusal to comply with any government mandated regulations (such as during a state of emergency).
- (f) child abuse or neglect.
- (g) bringing alcohol/illicit drugs into the library, or being in the library while intoxicated or under the influence of alcohol/illicit drugs (consumption of alcohol at an authorised program or event in one of YPRL's spaces is exempted).
- (h) smoking or vaping in the library, or within four metres of the library entrance.

#### 7.2.2 Unreasonable or Unsafe Behaviour

Unreasonable or unsafe behaviour refers to conduct from members of the public that places an excessive burden on library YPRL staff, resources, or services, or risks the safety and wellbeing of others. Behaviour is considered unreasonable when its frequency, intensity, or impact



disrupts operations, causes harm, or is disproportionate to the issue at hand. Such behaviour may occur onsite, online, by phone, or in writing, and can include but is not limited to:

- (i) Unreasonable persistence: continuing to pursue issues that have been resolved or lack merit, repeatedly reframing complaints, or contacting multiple YPRL staff after being asked to stop.
- (j) Unreasonable demands: making requests that are impossible, excessive, or outside the library's capacity, or insisting on access or outcomes without justification.
- (k) Unreasonable lack of cooperation: refusing to engage constructively, ignoring reasonable instructions, or providing disorganised or misleading information that blocks resolution.
- (l) Unreasonable arguments: presenting claims that are illogical, trivial, inflammatory, or without evidence, creating disruption or offence.
- (m) Unsafe or aggressive behaviour: any conduct that harasses, intimidates, threatens, abuses, or endangers YPRL staff or others, including racist, defamatory, or violent actions or language.

Examples include, but are not limited to:

- Eye rolling or sneering, intended to intimidate or belittle
- Yelling, swearing, name-calling
- Physical intimidation, including standing over YPRL staff or patrons
- Spitting, shoving, tripping, grabbing, hitting, punching
- Threats of violence or with weapons; slamming, kicking, or throwing objects
- Physical or sexual assault
- Unreasonable persistent behaviour or demands, especially after an issue has been addressed
- Argumentative behaviour targeting individuals without respect for their dignity
- Defamatory or personally abusive or insulting statements (including online posts)
- Attempts to intrude into personal life of YPRL staff or other patrons
- Stalking (in person or online)

### 7.2.2 **Infringing the security and safety of people or property**

Infringing the security and safety of people or property includes:

- (a) events, actions or behaviours that harm, create risk of harm or threaten harm, including intimidation and harassment;
- (b) theft or malicious damage of property, including personal property and the property of YPRL;
- (c) trespass, including unauthorised entry to non-public areas and unauthorised access to YPRL information systems.

### 7.2.3 **Animals**



- (a) Animals are not permitted to enter YPRL premises unless they are guide or assistance animals (usually dogs) or express permission has been provided by YPRL in connection with an animal friendly event on site.
- (b) Guide or assistance animals include:
  - (i) mobility support animals that help people with physical disabilities who use wheelchairs or otherwise have unique physical attributes that cause them difficulty moving around, hearing or interpreting their surroundings;
  - (ii) medical alert animals that help people before or during a medical emergency;
  - (iii) psychiatric services animals that help people with mental illness.
- (c) YPRL will require, as a condition of entry to YPRL premises, evidence that the guide or assistance animal is formally trained to help manage a disability and meets minimum standards of hygiene and obedience, e.g., an obedience certificate from a obedience training organisation listed on Animal Welfare Victoria Assistance Dog Registration Scheme website, registration under the Animal Welfare Victoria Assistance Dog Registration Scheme
- (d) Should persons bring animals on YPRL premises, they must have in possession for production on request, evidence of registration and/or obedience certificate.
- (e) It is the responsibility of the handler of the assistance animal on YPRL premises to ensure at all times that:
  - (iv) the animal is controlled by a fixed lead and under effective control at all times by the handler;
  - (v) the animal behaves in a non-aggressive manner towards YPRL patrons and YPRL staff and other assistance animals on premises;
  - (vi) the animal remains obedient to their handler's commands;
  - (vii) the animal maintains a quiet presence and does not engage in barking;
  - (viii) the animal remains calm within the premises;
  - (ix) the animal does not defecate or urinate on premises;
  - (x) the animal does not sit or lie on library furnishings;
  - (xi) the animal does not shed excessive amounts of fur or excessively drool;
  - (xii) the handler cleans up and removes any mess made by the animal on YPRL premises;
  - (xiii) the animal does not block doors, aisles or other thoroughfares;
  - (xiv) the animal is in a clean state so as not to damage or dirty YPRL property.

#### 7.2.4 Photography and filming in YPRL premises

To ensure the safety and wellbeing of other library patrons, filming and photography are prohibited in YPRL libraries without prior approval. When permission has been given, filming or photographing another person without their consent is prohibited. Any person who is found to be photographing or filming on library premises without permission will be asked



to cease and if this request is refused will be ejected from the premises.

### 7.2.5 Incident Report

An Incident Report will be completed following any of the circumstances described above.

## 7.3 Enforcement of this Policy

The initial response to inconsiderate, unacceptable or offensive behaviour is to encourage the person responsible to behave in a more considerate manner. Ejecting a person from YPRL premises or terminating communication with YPRL is a last resort, only ever warranted after conciliatory approaches have failed, or in response to infringements of security. YPRL staff are empowered to manage, report, and respond promptly to identified inappropriate, unreasonable or unsafe behaviour, to maintain a safe and welcoming library environment for all patrons.

YPRL supports its employees to cease interactions with a patron behaving unreasonably where it may be unsafe for YPRL staff or patrons. This can include but is not limited to asking the patron to stop, asking them to leave the premises or terminating a phone call.

YPRL may, where appropriate and proportionate, put in place communication protocols to restrict how a customer engages with YPRL employees, volunteers and/or contractors. This may include restricting communications through one email address and/or YPRL contact.

A person on YPRL premises whose behaviour is unacceptable, and who fails to heed initial approaches by YPRL staff to cease the inappropriate conduct, will be informed by the Senior Officer in Charge that under the Policy they will be ejected from the premises.

The authority to initiate the ejection of a person from YPRL premises under the Policy is delegated to the Senior Officer in Charge. The rationale for ejection will be communicated to the person involved prior to ejection.

A patron who is ejected from YPRL premises, will not be permitted to re-enter the premises until the next day it is open to the public.

The above may not necessarily be applied in a specified sequence. For instance, a serious breach may result in a final withdrawal of access or referral to VIC POL for further action without a written warning.

## 7.4 Bans

### 7.4.1 Grounds

A person may be banned from entering YPRL premises or communicating with YPRL staff on the following grounds:

- (a) Where there are infringements of security, safety, inappropriate, unreasonable or unsafe behaviour as outlined above in 7.2, Inappropriate Conduct;
- (b) They have been the subject of multiple Incident Reports of any nature.



#### 7.4.2 Authority to ban

An ELT member has the authority to issue a ban for up to six (6) months with endorsement of the YPRL CEO. YPRL will notify the member councils and where required, the YPRL Board of the ban.

Should a ban exceeding 6 (six) months be required, YPRL will seek authorisation from the YPRL Board.

#### 7.4.3 Consequences

A person who has been banned may be issued with a letter on the premises or may be informed by registered letter or email of the ban. The letter will include a summary of incidents leading to the ban, the basis of the ban in policy, the duration of the ban and appeal rights and procedures.

If a person breaches the Responsible Conduct Policy after their ban period has ended, the duration of any subsequent ban may be increased at the discretion of the Executive Leadership Team with endorsement of the YPRL CEO, noting that any ban longer than six (6) months will need to be issued in consultation with the relevant member council and YPRL Board..

Repeated or escalating breaches may result in longer-term or permanent exclusion from YPRL libraries.

The duration of a ban is determined by circumstances leading to the ban and whether the banned person has been previously warned or banned.

A banned person who is seen on YPRL premises will be immediately asked to leave by the Senior Officer in Charge.

Entering or attempting to enter YPRL premises during the term of a ban is grounds for extending the ban and/or may also result in VIC POL intervention.

#### 7.4.4 Appeals

A person who has been banned may appeal to the CEO to reduce the duration of the ban. The CEO may delegate consideration of the appeal of the ban to an ELT member but not to the ELT member who originally issued the ban.

The determination of the appeal will be made by consideration of the available Incident Reports and records, and any case put forward by the person seeking the review.

The appeal should be settled within one (1) week of its receipt and the individual person informed of the outcome as soon as is practicable.

A person who has been banned may also escalate their case to the [Victorian Equal Opportunity and Human Rights Commission](#) or contact the Victorian Ombudsman. Information regarding the appeals process will be included in the letter issued to the person who has been banned.



#### 7.4.5 Register of bans

A register of current bans is maintained and kept at YPRL Library Support Services (LSS) offices to enable and assist YPRL staff to enforce any current ban. The Register may include a copy of the ban notice and other information identifying banned people, including photographs.

#### 7.5 Protection of Yarra Plenty Regional Library Property

YPRL may seek restitution for serious damage to, or theft of YPRL property resulting from apparently intentional or reckless actions.

### 8. Information privacy

All records relating to inappropriate behaviour and measures proposed or implemented to address the behaviour will be maintained in accordance with the *Privacy and Data Protection Act 2014 (Vic)*.

### 9. Responsibilities

The Responsible Conduct Policy and Procedures will be reviewed every three (3) years, to ensure a shared understanding of the policy and procedures and to ensure most effective application of the policy at YPRL.



## Schedule 1

# Terms and Conditions of Entry to YPRL Premises

**YPRL is committed to providing a shared, safe place with respect of all.**

By entering YPRL premises, you agree to:

- Treat others with respect and courtesy at all times.
- Follow instructions given by YPRL staff.
- Take responsibility for your own belongings. We advise not leaving any item unattended.
- Be mindful of your noise level. Conversation is welcome but we must also be respectful of the needs of others.
- Respect library property and keep library spaces clean.
- Ensure any children that you are responsible for are supervised.
- Only bring animals that are guide or assistance animals.
- Keep guide or assistance animals under appropriate management and control.
- Only take photographs or videos if permission has been sought and granted by YPRL.

Unacceptable behaviour, including not following the directions of library staff, may lead to you being asked to leave the premises. YPRL staff have absolute discretion to request you to leave the premises.

Incidents of unacceptable behaviour, or refusal to follow directions of YPRL staff, may result in you being banned from attending YPRL premises.

Please assist YPRL staff to make your visit enjoyable by cooperating with their requests.

**[END OF RESPONSIBLE CONDUCT POLICY – PUBLIC2026]**

## 6.3 Collection Development Policy (DECISION)

Responsible Officer:	Chief Executive Officer
Author:	Cherry Byford-Sibbing, Senior Manager Collections & Library Systems
Attachments:	1. YPRL Collection Development Policy 2026 2028 DRAFT [6.3.1 - 10 pages]

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### EXECUTIVE SUMMARY

The Collection Development Policy defines how YPRL's collections are developed, managed, and maintained. It articulates the scope of the collection, the principles guiding acquisition, and the approach to ongoing collection management.

As our community continues to grow and evolve, the library remains committed to ensuring its collections, formats and technologies reflect changing needs, emerging interests and contemporary service expectations. This policy provides a clear framework for how collections are developed, managed and funded over the next two years, ensuring alignment with community demand and strategic priorities.

To maintain flexibility and responsiveness, the policy will be reviewed annually, with a formal update every two years.

The Collections Development Policy has been reviewed and updated for the 2026-2028 period. The revised policy ensures continued alignment with the YPRL Library Plan 2025-2029, the strategic priorities of our Member Councils, and the ALIA Standards and Guidelines for Australian Public Libraries.

The policy is presented for the board for approval and adoption.

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### RECOMMENDATION

**THAT the Board resolves to RECEIVE, APPROVE and ADOPT the updated Collection Development Policy 2026-2028**

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### REPORT

#### BACKGROUND

The Collection Development Policy defines how YPRL's collections are developed, managed, and maintained. It articulates the scope of the collection, the principles guiding acquisition, and the approach to ongoing collection management.

YPRL's collections remain central to the delivery of our services. Ensuring their currency, relevance, and accessibility is critical to the overall effectiveness of the library service. Collection development is informed by community needs and expectations, technological change, and principles of environmental and

operational sustainability. The policy acknowledges the rapid evolution of the public library sector and, accordingly, does not distinguish between physical/print and digital formats; all collection resources are considered within a single, integrated framework.

To maintain relevance and responsiveness, this policy is reviewed for minor updates annually, with the next major review scheduled for 2028.

## **KEY REVISIONS**

The 2026-2028 Collection Development Policy includes the following key revisions:

- Alignment with the YPRL Library Plan 2025-2029
- Addition of a set of Guiding Principles for Library Collections to ensure a strong foundation of intellectual freedom and access
- Greater emphasis on equity, inclusion, and community consultation
- Expanded commitments to priority collections: First Nations, LOTE, LGBTQIA+, accessible formats and local history
- Inclusion of a new priority to provide access to non-traditional lending collections eg. Library of Things
- Clearer procurement, financial responsibility, and selection methodologies
- Strengthened guidance on misinformation, digital collections, environmental sustainability, and local decision-making
- Addition of definition of 'Specialist Collections' to expand Selection Criteria specific to the development of collections for specific formats or that target specific audiences
- Updated complaints, deselection, and disposal processes
- Removal of extended content in Appendices in favour of list of Additional Resources with links to relevant information

Overall, the policy is substantially more contemporary, inclusive, transparent and aligned with sector best practice.

## **CONCLUSION**

The revised Collection Development Policy strengthens YPRL's commitment to delivering relevant, equitable and community-informed collections. The updates ensure the policy remains contemporary, strategically aligned and responsive to evolving community needs, while supporting responsible and efficient management of this important public asset. Approval of this policy will enable YPRL to continue providing high-quality, sustainable and future-focused collection services.

## **CONSULTATION**

This policy was revised by the Senior Manager Collections & Library Systems in consultation with members of Collections and Technology & Assets department. All Senior Managers, Executive Managers and the CEO were consulted on the revised policy.

## **CRITICAL DATES**

This Policy covers the period 2022-2026. It will be reviewed for minor updates annually.

**FINANCIAL IMPLICATIONS**

All financial implications are included within the body of this report.

**STRATEGIC RISKS**

SR 09 Organisational Service Delivery

**POLICY AND LEGISLATION**

YPRL Library Plan 2025-2029

**LINKS TO LIBRARY PLAN**

Priority 1: Literacy and Learning for Life

Priority 2: Connection and Wellbeing

Priority 3: Digital Access and Innovation

**DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**END OF AGENDA ITEM**



# COLLECTION DEVELOPMENT POLICY 2026-2028

## Contents

Introduction .....	2
Purpose of the Collection Development Policy .....	2
Guiding Principles .....	2
Scope of the Collection .....	3
Collection Development Priorities .....	3
Acquisitions & Procurement .....	5
Financial Responsibility .....	5
Selection Criteria .....	5
Specialist Collections .....	6
Selection Methods .....	6
Donations .....	7
Collection Management .....	7
Responsibility .....	7
Criteria for Deselection .....	7
Disposal of Deselected Items .....	7
Replacements .....	8
Lost or Damaged Items .....	8
Disaster Recovery .....	8
Collection Evaluation .....	8
Collection Promotion and Access .....	8
Resource Sharing .....	9
Complaints or Challenges .....	9
Copyright Compliance .....	9
Appendix 1: Additional Resources .....	10

## Introduction

Yarra Plenty Regional Library (YPRL) services the communities of Banyule, Nillumbik and Whittlesea to provide access to library collections that meet the informational, literacy and entertainment needs of the community. Providing free and equitable access to information is an integral part of what libraries are and do.

## Purpose of the Collection Development Policy

The *Collection Development Policy 2026-2028* articulates YPRL's approach to collection development and management as aligned with the goals of the *YPRL Library Plan 2025-2029*. This Policy establishes YPRL's core collection principles and accountability for selection, acquisition, evaluation and de-selection for this important and significant asset. It is recognised that our library collections (print and digital) are our core service and are essential to the success of YPRL.

As the community grows and changes, the library will be flexible and reassess and adapt its collections, formats and technology to reflect new and emerging areas of interest. To ensure this flexibility this policy will be reviewed annually and formally updated every two years. This policy addresses why, what and how collections are developed, managed and funded for the next two years.

## Guiding Principles

YPRL is committed to the principles of intellectual freedom and access as outlined in the Australian Library and Information Association (ALIA) *Statement on Free Access to Information 2022* and International Federation of Library Associations and Institutions (IFLA) *Public Library Manifesto 2022* (Appendix 1)

### **Free Access**

YPRL provides free access to our collections in print and digital. Access to books and knowledge is a basic human right and is protected under the *Charter of Human Rights and Responsibilities Act 2006*.

### **Equity & Inclusivity**

Library collections respond to and reflect our diverse communities. Our collections respond to specific needs of our communities including cultural and linguistic diversity, First Nations, LGBTQIA+ communities and accessible needs.

### **Dynamic & Responsive**

Our collections are developed based on community demand through feedback, community consultation, and usage analysis.

### **Quality of Content & Information**

Library collections are developed without censorship and bias, according to our guiding principles, maintaining physical quality and content that is reliable and free from false claims.

## Scope of the Collection

This policy is format neutral. YPRL selects, acquires, or provides access to resources in the format that best meets customer needs. Often, this involves offering both print and digital formats to satisfy varying preferences and expectations. In some cases, however, a resource may only be available to the Library in a single format.

Our collection supports the recreational and informational needs of our diverse communities by:

- providing free, equitable and accessible access to information for all
- providing collections and resources which encourage and promote life-long learning and a love of reading for all ages
- providing a range of lending materials complementary to the library services and programs
- supporting the creation and sharing of local content and stories
- providing 24/7 access to collections and resources through our Digital Library
- meeting the changing needs of the communities of Banyule, Nillumbik and Whittlesea by providing popular, responsive collections including non-traditional lending collections
- being accountable and relevant
- curating and tailoring collections to each branch or service point's communities based on evidence
- providing collections in community languages with local community input, demographic analysis and demonstrated interest.

## Collection Development Priorities

We (YPRL) respond to community demand by focusing our purchasing on new and popular materials. Our selection principles focus on providing a current and frequently used lending collection rather than the retention of items 'just in case'. We are committed to providing a collection that is strategically aligned with our:

- Library Plan 2025-2029 Priorities
- Member Council goals.

### **We provide informational, recreational and cultural materials in contemporary formats**

Separate guidelines for physical or digital formats are not provided. It is understood that variations to material formats is necessary to keep pace with the changing nature of technology.

### **We collect and preserve material unique to Banyule, Nillumbik and Whittlesea**

The Library connects communities past and present with their history and heritage. We play a role in preserving the local history of the area and making this material available for our communities. Specialist Local History collections reflect the local culture, history, social, economic, environmental and cultural aspects of the region.

### **We support local authors and creative endeavours**

In order to support, encourage and foster access to local talent, the library will procure materials published by local authors. The materials may be independently published or from a

small press however, the library is not able to accept unpublished materials or unbound transcripts. Material content must be consistent with our collection specifications, profiles and standards.

### **We celebrate First Nations creators**

We continue to develop our relationship with our First Nations community and respond proactively to collection needs to ensure they feel welcomed and represented within our spaces. The 'Deadly Collection' highlights First Nations authors, illustrators and creators with items in this collection receiving physical and digital labelling to ensure discoverability, searchability and to be easily displayed and identified in our libraries.

### **We will provide a collection which reflects and supports LGBTQIA+ communities**

YPRL has a right and a duty to include in the collection items that reflect our diverse membership and promote our libraries and communities as safe, accessible and welcoming places for all, including but not limited to, members of LGBTQIA+ communities. YPRL will actively source items for our collections that support and encourage pride and community cohesion.

### **We will provide accessible formats and promote inclusion**

Wherever possible, YPRL will source and provide materials in accessible formats including but not limited to large print, audio and dyslexic friendly font material in print and digital collections for all ages. YPRL collections will promote acceptance and inclusion to all peoples with visible and non-visible disabilities.

### **We develop community language collections responsive to CALD community needs**

Collections in Community Languages (CL) are to be developed in consultation with Culturally and Linguistically Diverse (CALD) communities. Acquisition (and continued acquisitions) of CL collections is assessed considering current census data e.g. Language Spoken at Home, and in consultation with each language speaking community. Other factors considered when determining YPRL held CL collections are:

- availability of funding,
- availability of materials for purchase,
- supplier ability to catalogue in language,
- community literacy needs,
- community involvement with library services and
- recreational/informational preferences of individual language communities

### **We provide collections to support English language learning**

The English Language Support (ELS) collection is aimed at community members where English may not be their first language, have limited literacy levels and/or are engaged in improving their English language skills and competency. The collection includes high interest/low vocabulary readers, abridged popular fiction, dictionaries and grammar books, and, workbooks and manuals. This collection is further supported by Digital Library resources to assist in improving English language skills.

### **We support our community's access to non-traditional lending collections**

Non-traditional lending collections aka 'Library of Things' provides access to equipment, technology, toys and other items to explore, satisfy curiosity, alleviate cost of living pressures and contribute to sustainability goals. The ongoing development of these collections is prioritised according to many of the same selection criteria as books and other library items and supports goals of The Library Plan.

### **We trust our communities to select age-appropriate material**

Materials for children and young people are intended to:

- widen their interests,
- encourage and facilitate reading skills,
- supplement their educational needs and
- stimulate their love for books and reading.

While the library takes every care in allocating resources to appropriate areas of the library, the reading and viewing activities of children and young people under-18 are the responsibility of parents, guardians or caregivers. Parents, guardians and caregivers are the most appropriate people who can guide the selection of appropriate materials and oversee their own children's development. Acquisition will not be inhibited by the possibility that materials may inadvertently come into the possession of children. YPRL is guided by relevant legislation, including the Australian Classification Board's guidelines (Appendix 1).

## **Acquisitions & Procurement**

Procurement is undertaken in accordance with the Yarra Plenty Regional Library Procurement Policy. Supplier contracts are awarded for supplier aided selection and shelf ready services.

### **Financial Responsibility**

The financial responsibility for the responsible management of the collections budget is within the Technology & Assets team and financial management principles are followed:

- Asset replacement plan where the allocated budget is used to match the depreciation rate of the collection
- Capital budgets are allocated based on demand assessments and apportioned by usage percentages aligned with guiding principles and priorities.
- Operational funds are prioritised to make physical collections as discoverable as possible (cataloguing and physical processing) and for digital collections and platforms.

### **Selection Criteria**

Together with the annually reviewed Profiles and Standing Order lists suppliers/selectors use the following criteria (presented in no preferential order) in choosing materials:

- Popular Interest and current community demand
- Currency and accuracy of content
- Publication date
- Promotes Diversity, Equity and Inclusivity (DEI) content and audiences
- Contemporary significance
- Enduring value
- Readability and style

- Extent of publicity and promotion
- Significance of subject matter, permanence or timeliness of subject
- Local interest (author or subject)
- Relationship and importance to the entire collection
- Circulation of similar materials
- Quality of presentation appropriate to the content and audience
- Suitability of format
- Price and availability
- Reviews in the professional and popular media
- Professional or literary reputation of the author, publisher or producer

Where all other selection criteria are equal, material published or produced in Australia will be purchased with the exception of:

- Self-published works unless of a significant local relevance
- Textbooks or curriculum-based materials except when they meet the selection criteria and have broad community appeal.
- Specialised, technical or academic publications
- Materials prohibited by law
- Rare or second-hand material unless of local historical significance.

## Specialist Collections

YPRL holds a number of specialist collections and material formats including but not limited to; Book Express, Deadly Collection, Library of Things, Toy & Learning Library, Dyslexic Friendly Materials, Braille Picture books, Read Along, Bilingual Materials, Works by Local Authors and Digital Library Collections. Each of these collections are developed according to the above Selection Criteria with the addition of the following considerations:

- Equitable access to the most popular items
- Budget priorities
- Value of licence type & availability
- Alignment with environmental sustainability priorities
- Viability of continuing provision
- Provides fair access to community and identified cost of living need

## Selection Methods

Collection selection is made according to one or a combination of the below methods:

**Profile Based Supplier Selection:** Detailed specifications reflect the requirements of our collection and the need to satisfy known and anticipated demand are provided to all contracted suppliers annually. The selection process is monitored to ensure the specifications are being followed and interpreted correctly.

**Standing Orders/Top Lists:** Standing orders are titles automatically ordered prepublication in predefined quantities. Standing order lists are created annually based on top circulating authors, titles, series, genres, and subjects from the previous year. They are reviewed and modified to suit demand, budget availability and predictions of publishing industry trends.

**Suggestions for Purchase:** Suggestions can be made, via the library's website, by library users for items not held in the collection to be considered for purchase. Each suggestion is assessed for inclusion in the collection in accordance with current specifications and profiles.

**Staff Stock Requests:** Library staff work closely with our collections and communities, they are often uniquely positioned to identify specific titles or areas of the collection in their branch that need to be sourced or replenished. Specific items are ordered and genres/topics for future Supplier Selection inclusion are added to the profiles.

**Community Consultation:** By engaging with community members through everyday conversations, feedback channels and targeted outreach, library staff gather insights about what people are reading, learning and seeking. This community-informed approach helps guide purchasing decisions, identify gaps, and ensure the collection remains relevant, inclusive and responsive to changing needs.

**Surveys:** The Library User Survey and other community surveys are conducted on a regular basis to elicit responses from library patrons regarding their wants and needs, likes and dislikes regarding library services, collections, programs and services.

**Circulation Data:** The Library Management System and CollectionHQ (a circulation analysis tool) identify library material that is increasing or decreasing in popularity. This is used to identify over or under performing collections.

**Environmental Scanning:** In order to anticipate trends in the community, collection specifications include the monitoring of key sources which create demand e.g. television and print media, forthcoming activities, films, book launches, social media etc.

## Donations

Donations are not accepted unless the material is of local and historical importance. YPRL does not accept donated items as replacements for lost items.

# Collection Management

## Responsibility

The Collections Department is responsible for the development and implementation of Collection Management Guidelines. These Guidelines provide library staff with the parameters and procedures required to ensure our collections are managed to a high standard. Library staff are responsible for maintaining the collection using the Library Management System, CollectionHQ and other tools for data collection and analysis.

## Criteria for Deselection

The following criteria are used for deselection of stock:

- Damaged items or items in poor condition
- Items where information is deemed to be out-of-date, misleading or containing false claims
- Insufficient usage
- Updated edition availability
- Relevance to the needs and demands of the community

## Disposal of Deselected Items

Deselected materials remain the property of the Library until disposal decisions are implemented. Materials still deemed to be of value to the collection (e.g. Local history) will be re-allocated to the appropriate collection/branch. Items are disposed of in the following priority order:

- Appropriate materials may be donated to organisations or community groups e.g. Large Print items to Aged care facilities
- All other items will be made freely available to our communities via our 'Pre-Loved Books' scheme

## Replacements

Titles missing or withdrawn from the Library's collection are not automatically replaced. The decision to replace items is based on whether the item still meets the Selection Criteria.

## Lost or Damaged Items

YPRL members, on joining the library service, agree to the terms and conditions of membership including debt recovery. Lost and/or damaged items are charged to the member's account at the cost of original acquisition price. Outstanding charges will restrict lending and access to some services for that member account.

## Disaster Recovery

In the event of an unpreventable/unavoidable disaster that threatens or destroys collections, YPRL will follow the Blue Shield Australia and ALIA Disaster Management for Libraries guide for prevention, preparation, response and recovery.

## Collection Evaluation

YPRL evaluates the effectiveness and success of the library collections through analysis of performance data and community and staff feedback. Success of the collection is measured by analysing the following:

- Circulation data i.e. loans, returns and reservations
- Turnover/Frequency of Use (number of loans divided by the total number of items held)
- Online/digital usage and availability
- Age of collection and % of items borrowed within a year of acquisition
- Local Government Performance Reporting Framework (LG-PRF) targets met
- Achieving outcomes of the Library Plan

## Collection Promotion and Access

Promotion, marketing and optimised access to maximise the potential of collections is essential. This is achieved by providing:

- a user friendly, accessible and interactive website and online catalogue
- 24/7 access to the Digital Library
- knowledgeable, friendly and helpful staff trained in reader development
- reservation functionality and a courier service to deliver items between branches
- multiple copies of items and additional copies purchased to fulfil an average reservation ratio of 1:6 (with a maximum item cap for different collections)

- booklists and new book promotions
- accurate and readable shelf and wayfinding signage
- accessible and attractive shelving and displays
- Social media channels

## Resource Sharing

YPRL has a 'preference to purchase' approach to resource sharing aka Inter-Library Loans. We do engage in a national reciprocal lending program for rare or difficult to acquire items. There is a supply and service fee charged to the borrower subject to the fees of the lending library. Borrower's who request an Inter-library Loan will be informed of and must agree to cost before item(s) are ordered.

## Complaints or Challenges

Objections to a particular title held in by the library or challenged for its inclusion in a particular collection should be submitted in writing via the website enquiry form or emailed to [ypmail@ypri.vic.gov.au](mailto:ypmail@ypri.vic.gov.au).

- The complaint will be received and evaluated by the Collections Department
- During the review one copy of the item in question will be recalled, any additional copies will remain in the circulating collection
- The result of the evaluation will be communicated to the library member if requested
- A title will not be reviewed more than once per year, unless there is additional relevant information to consider
- Complaints or challenges can also be made by members of the public directly to publishers and the Australian Classification Board

The library will withdraw material that has been recalled by publishers due to legal requirements or material that receives a Category 2 Restricted classification from the Australian Classification Board.

## Copyright Compliance

The Library is committed to complying with the provisions of the Copyright Act 1968 (Cth) and all relevant amendments. We respect the rights of creators and copyright owners while supporting equitable access to information for the public. All copying, communication, and use of materials within the Library will be conducted in accordance with statutory exceptions, licences, and permissions as provided under Australian copyright law. Library staff and users are expected to uphold these requirements to ensure lawful and ethical use of resources.

## Appendix 1: Additional Resources

### **Australian Library and Information Association (ALIA) Statement On Free Access To Information**

[ALIA free access to information statement | ALIA Library](#)

### **ILFA-UNESCO Public Library Manifesto 2022**

[The IFLA-UNESCO Public Library Manifesto 2022 – IFLA](#)

### **Australian Classification Board**

[Homepage | Australian Classification](#)

### **Australian Library and Information Association (ALIA) Guidelines, Standards and Outcome Measures for Australian Public Libraries**

[Standards & Guidelines](#)

### **Australian Library and Information Association (ALIA) Disaster Management for Libraries – Part 1**

[Disaster Management for Libraries](#)

*Collections are the core of a library. They support the library's important role in facilitating reading for pleasure and lifelong learning, and the documentation and preservation of cultural memory. Library services provide universal and equitable access to comprehensive and diverse collections for users of all ages, background, interests and abilities.*

ALIA Guidelines, Standards and Guidelines for Australian Public Libraries p.47

## 6.4 Library Plan Action Plan (ENDORSEMENT)

Responsible Officer:	Chief Executive Officer
Author:	Luciano Lauronce, Acting Executive Manager Corporate Services
Attachments:	1. YPRL Action Plan 2025-2029 [6.4.1 - 4 pages]

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### EXECUTIVE SUMMARY

In October 2025, YPRL Board formally adopted the Library Plan 2025–2029, which sets the strategic direction for the 2025-2029 period. The Library Action Plan 2025–2029 translates this strategic direction into clear, measurable actions, ensuring YPRL delivers meaningful outcomes aligned with member council priorities and community needs.

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### RECOMMENDATION

**THAT the Board resolves to:**

- 1. RECEIVE and NOTE the Library Action Plan 2025-2029.**
  - 2. ACKNOWLEDGE its alignment with the adopted Library Plan and ENDORSE its use as YPRL’s operational framework for the 2025-2029 period.**
- 

### REPORT

#### BACKGROUND

The Library Plan 2025–2029 supported by comprehensive community evidence and alignment with the strategic plans of Banyule, Nillumbik, and Whittlesea councils set the following priorities areas to meet YPRL’s Vision, Purpose, and Objective:

- Literacy and Learning for Life
- Connection and Wellbeing
- Digital Access and Innovation
- Organisational Resilience

To implement the Plan effectively, YPRL has prepared the Library Action Plan 2025–2029. This Action Plan directly supports the performance measurement expectations outlined in the Library Plan.

## **The Action Plan**

The Library Action Plan 2025–2029 (attached) sets out the specific actions, measures, and delivery timelines required to achieve each outcome under the four priorities. It incorporates a balanced mix of qualitative and quantitative indicators, enabling robust performance monitoring across both community impact and organisational operations. Community outcomes will be assessed through feedback, case studies, biennial satisfaction surveys, and interviews that capture how library services influence people's lives. Organisational performance will be tracked through key metrics, including collection usage, membership growth, branch visitation, and program participation.

## **CONSULTATION**

YPRL Senior Leadership Team, YPRL Managers, and staff.

Member Council CEOs and Directors.

## **CRITICAL DATES**

N/A

## **FINANCIAL IMPLICATIONS**

There are no financial implications arising from the recommendation contained in this report.

## **STRATEGIC RISKS**

SR 04: Governance - Failure to comply with statutory obligations, policies or governance frameworks

SR 05: Organisational Health, Safety and Wellbeing - Failure to adequately protect the health, safety and wellbeing of employees, contractors, volunteers or members of the public

SR 06: Organisational Workforce - Inability to attract, retain or support a skilled and resilient workforce

SR 07: Organisational Infrastructure - Existing assets fail to meet the minimum service requirements

SR 08: Organisational Infrastructure - Risk of system failures, cyberattacks, or inadequate digital capability affecting operations

SR 09: Organisational Service Delivery - Risk of failing to meet evolving community needs or Member Council expectations

## **POLICY AND LEGISLATION**

*Local Government Act 1989*, Section 125 and Section 197D.

## **LINKS TO LIBRARY PLAN**

Priority 1: Literacy and Learning for Life

Priority 2: Connection and Wellbeing

Priority 3: Digital Access and Innovation

Priority 4: Organisational Resilience

## **DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**END OF AGENDA ITEM**

**YPRL Action Plan 2025-2029**

Priority	Outcome	How will YPRL achieve the outcomes/Delivery Actions	Measuring Success
Priority 1: Literacy and Learning for Life	1.1: Communities actively engage with diverse and accessible collections and learning programs that foster participation, social connection, and lifelong learning.	Provide collections that respond to community needs and interests, guided by the Library's Collection Development Policy.	Ensure that 75% of the physical collection each year is composed of items acquired within the last five years, exceeding the ALIA enhanced standard of 65%.
		Demand-driven provision of specialist collections that champion diversity, accessibility, and sustainability.	Demonstrate year-on-year growth in specialist collection loans by providing materials aligned with community needs and facilitating their circulation.
	Deliver a regional program that represents all APLA-ALIA program outcome areas and reaches diverse community audiences. <i>Source: APLA-ALIA Standards and Guidelines for Australian Public Libraries</i>	By year one, design a regional program suite aligned with member Council priorities and targeted audience needs, reviewed annually to assess participation, highlight gaps and identify opportunities for improvement.	
		Achieve or exceed baseline program delivery (5,200 sessions) annually, ensuring representation of children, young adults, adults and older adults, and all APLA-ALIA outcome categories: Literacy and Lifelong Learning Digital Inclusion Personal Development Health and Wellbeing Economic and Workforce Development Stronger and More Creative Communities Informed and Connected Citizens	
	1.2 Literacy is strengthened across all life stages through YPRL led initiatives and partnerships	Deliver programs and initiatives that make literacy and lifelong learning a central focus for all audiences, supporting literacy, reading and learning from early childhood through adulthood.	Deliver a minimum of 2,000 activities each year with a literacy and lifelong learning outcome, across all audiences. Achieve baseline participation in early years literacy programs annually (35 hours + 1600 attendees weekly), with diverse engagement options for children, families and caregivers.
		Launch the <i>First Books</i> pilot program in partnership with Maternal and Child Health (MCH) services across member councils to build community awareness of library services and promote the value of early years literacy, prioritising families identified as experiencing significant disadvantage.	By year two, launch First Books pilot program. After each iteration, feedback and partner evaluation of literacy outcomes will continue to inform program service and viability.
		Support literacy engagement across all life stages through participation in national and state reading campaigns that promote a love of reading and lifelong learning across the region.	Deliver a minimum of three regional reading campaigns each year, aligned with national and state initiatives and supported through collaboration with member councils and community partners.
	1.3: Community members gain increased digital, media, and health literacy skills, empowering informed, critical engagement in society - reducing barriers to access and equity.	Deliver programs and activities that build digital confidence and inclusion for all community members, supporting equitable access to technology, online services, and digital literacy skills across all life stages.	By year one, redesign digital inclusion programs based on participant needs and interests drawn from financial year 2024-25 program data and community consultation. Deliver a minimum of 600 digital inclusion activities each year.
		Support community engagement and informed citizenship through programs that build knowledge, connection, and participation in civic and community life.	Deliver a minimum of 100 activities each year with an Informed and Connected Citizens outcome focus.
	1.4: A reading community is cultivated and supported by Library collections that are well used, valued and enjoyed	Promote health and wellbeing through library programs that encourage learning, connection, and access to reliable health information and resources.	Deliver a minimum of 500 activities each year across the region with a Health and Wellbeing outcome focus.
Champion and celebrate local creative talent through ongoing support of local authors, publishers, illustrators, and creators. Strengthen community pride and connection by showcasing local voices within YPRL's collections.		Increase, year on year, acquisition and discoverability of works by local creators, supported by measurable growth in community engagement. By year two, establish an online resource hub to share information and support local authors to submit their work for consideration in public library collections.	
Provide collections that are responsive to community interests and needs, and that are well used across library service points		Achieve a physical collection turnover rate of 6.0 or higher each year as an indicator of a high-performing collection and strong community engagement, exceeding the ALIA enhanced standard of 5.0	
Assess and action opportunities to increase library membership by ensuring services, programs, and spaces remain relevant and accessible to a growing and diverse community.		Grow library membership, year on year, at least 60% of the population growth across the service area.	
	The community expresses strong satisfaction with YPRL's collections, recognising their quality, diversity, and relevance	Perform at or above an 80% community satisfaction rating for library collections. Community survey delivered in year two and four.	

**YPRL Action Plan 2025-2029**

Priority	Outcome	How will YPRL achieve the outcomes/Delivery Actions	Measuring Success
Priority 2: Connection and Wellbeing	2.1: Library spaces and activities are inclusive, safe, accessible and adaptable, reflecting and respecting the diversity of the communities they serve	Provide welcoming and inclusive library environments that foster community connection and reflect the diverse needs of all users. Gather community feedback to ensure spaces and services remain safe, accessible, and valued.	Conduct a biennial community surveys in years two and four to assess satisfaction with library services. Achieve an overall library satisfaction rating of 80% or above. Increase visitation across all library branches and service points.
		Investigate and implement translation and interpretation services to improve access to library services and information for culturally and linguistically diverse (CALD) communities.	By year two, translation and interpretation services are available across all library branches. An evaluation report on service performance (including community impact) will be submitted to the Board.
		Deliver collections that are inclusive, accessible, and reflective of the cultural, linguistic, and social diversity of the community.	Actively support Diversity, Equity, and Inclusion (DEI) content at 20% of the total print collection, in line with CollectionHQ's recommendation for a library service of our size and population served, supporting representation of diverse voices, perspectives, and experiences
	2.2: Community resilience and social inclusion are strengthened through low barrier opportunities for engagement, volunteering, and participation, empowering people to connect and contribute.	Provide inclusive programs and activities that promote social connection, creativity, and personal wellbeing, enabling community members to participate meaningfully in library life.	Deliver a minimum of 1000 activities each year with Stronger and More Creative Communities or Personal Development outcome focus, ensuring representation of diverse audiences and community groups.
		YPRL volunteers feel valued, supported, and recognised for their contributions to the library and the community.	Design and implement biennial volunteer engagement surveys in years two and four. Achieve 70% of volunteers reporting they feel valued. Conduct an annual review incorporating staff and volunteer feedback to identify opportunities to improve engagement practices.
		Connect the community through local and family history programs and services that foster a sense of identity, belonging, and intergenerational connection.	Deliver two regional programs each year that promote engagement with local and family history collections (print and digital) and achieve 80% satisfaction rating from participants surveyed.
	2.3: Social isolation is reduced through outreach and expanded service delivery beyond traditional library spaces.	Strengthen community connection and visibility by participating in council and community festivals and events, showcasing library services and programs that align with local priorities and engage new audiences.	Partner with each member council to participate in at least three council-run festivals or community events annually (one per local government area).
		Review Outreach and Home Library Service programs for quality and efficiency, assessing access to library services and programs for home-based, isolated, or geographically limited participants.	Strengthen engagement among home-based and isolated community members each year, diversifying opportunities across location and audiences.
		Ensure collections at hub and outreach locations are curated to reflect the interests, needs, and diversity of local communities, supporting engagement beyond traditional library spaces.	Increase collection usage (i.e. loans and turnover) from hub and outreach locations year on year, demonstrating strong local relevance and community use.
	2.4: Strategic partnerships with member councils and others contribute to improved community outcomes by identifying and meeting local needs.	Strengthen external partnerships to deliver programs that meet local needs and priorities.	Achieve one new or strengthened external partnership in each municipality annually, documenting its contribution to program impact, inclusion or innovation.
		Partner with member Councils to ensure library service and programs respond to identified needs and contribute to improved community outcomes.	Deliver one initiative in each municipality annually, aligned with priorities identified in partnership with the respective member Council. Provide an annual summary of activities delivered in partnership with member Councils.
		YPRL amplifies the reach and impact of member council and community partner programs through coordinated marketing, communication, and promotional opportunities	Include at least 12 eNews opportunities for member councils each year, reaching the full YPRL eNews subscriber base and report to board. By year two, a forum is created to share relevant library and council information and resources for inclusion in their respective communication networks.

**YPRL Action Plan 2025-2029**

Priority	Outcome	How will YPRL achieve the outcomes/Delivery Actions	Measuring Success
Priority 3: Digital Access and Innovation	3.1: Community members have equitable access to technology and devices helping to reduce the digital divide and enabling full participation in today's connected world.	Develop and implement a Library of Things (LoT) Strategic Plan to support community learning and sustainability.	By year two, finalise the Library of Things Strategic Plan and implement actions in subsequent years to drive year-on-year increases in Library of Things loans.
		Provide reliable, high-speed internet and public access computers across all library sites to support equitable digital access for the community.	Achieve every year a minimum of 95% availability for core systems across business hours, supporting reliable access to digital and in-library technology services for patrons.
		Deliver programs and activities that increase access to technology and build community confidence in using digital tools, helping to reduce the digital divide.	By year one, design a regional digital safety and media literacy program. Trial three new initiatives annually to increase access to technology across audiences and inform future programming.
	3.2 Library members have free access to digital library collections and online resources, supporting lifelong learning, research, entertainment and access to information.	Provide a 24/7 Digital Library offering diverse platforms and collections to support lifelong learning	Provide lifelong-learning platforms as part of the digital library collections, aiming for year-on-year growth and strong community engagement.
		Provide a 24/7 Digital Library offering diverse platforms and collections to support research and information	Provide research focused platforms as part of the digital library collections, aiming for year-on-year growth and strong community engagement
		Provide a 24/7 Digital Library offering diverse platforms and collections to support entertainment	Provide entertainment platforms as part of the digital library collections, aiming for year-on-year growth and strong community engagement
	3.3: Digital literacy and confidence are strengthened across all age groups and community segments.	Develop the Digital Inclusion Action Plan 2026-2029 to guide initiatives that build digital skills and confidence across the community.	By year one, the Digital Inclusion Action Plan 2026-2029 is developed. By year two, the plan is implemented with annual progress reports to the Board.
	3.4: Emerging technologies and data-driven insights are leveraged to enhance systems, services, and user experiences.	Investigate emerging technologies to strengthen our understanding of community engagement.	Identify and trial at least one emerging technology to improve the collection, quality or analysis of community engagement data. Budget reprioritisation to be assessed where demonstrated value and impact are evident.
		Assess and evaluate all customer-facing systems to ensure they provide an accessible, efficient, and user-friendly experience.	By year two, develop and implement a Strategic Systems Plan informed by user experience (UX) evaluation findings.

## YPRL Action Plan 2025-2029

Priority	Outcome	How will YPRL achieve the outcomes/Delivery Actions	Measuring Success
Priority 4: Organisational Resilience	4.1: YPRL operates as a financially sustainable and adaptable organisation, with a diversified funding base and a business model that meets the requirements of the Local Government Act 2020, while enabling ongoing innovation and service excellence.	Explore and evaluate opportunities to diversify revenue streams and strengthen financial sustainability	By year two, develop and implement an action plan to support new and existing revenue streams, with progress monitored and reported annually to the YPRL Board.
		Continuous evaluation of procurement efficiencies to drive efficiency, transparency, and value for money.	Participate in collaborative procurement processes or utilise group buying (State Purchase Contract, MAV Procurement, and Procurement Australia) for key contracts.
		Ensure YPRL maintains a healthy and sustainable financial position that supports ongoing service delivery and strategic priorities.	Achieve established financial performance targets as outlined in the YPRL Financial Sustainability Framework.
		Complete the transition of YPRL's business model to ensure full compliance with the Local Government Act 2020 and alignment of governance, financial, and operational structures.	By year one, complete a review and implement a phased transition roadmap. By October 2028, finalise the YPRL business model transition and ensure full compliance with all legislative obligations. By year four, finalise the dissolution of the YPRL Regional Corporation in accordance with statutory obligations.
	4.2: A future-ready workforce is supported through ongoing professional development, recognition, and wellbeing initiatives that maximise staff capability, productivity and value.	Collaborate with Member Councils to plan, assess, and operationalise new service points.	All requirements outlined in the new service point project plans are achieved, ensuring alignment with project scope, timelines, and quality expectations.
		Develop and implement YPRL's first Gender Equality Action Plan (GEAP) to promote equity, inclusion, and accountability across the organisation.	By December 2025, finalise the YPRL workforce audit. By May 2026, complete and implement the GEAP in consultation with staff and secure ratification from the Gender Equality Commission. Annual Board reporting and biennial Commission reporting requirements are met.
		Develop and implement a People Strategy that empowers staff, supports wellbeing, and builds a capable, adaptable, and future-ready workforce.	By year two, a phased roadmap for developing the People Strategy is established. Between years two and four, the People Strategy is developed and implemented.
		Continue to strengthen YPRL's Health and Safety Management System to ensure a safe, supportive, and proactive workplace culture.	Between years two and three, establish leading, lagging, culture, and system-maturity indicators, including clear baselines, targets, and scheduled periodic reviews.
	4.3: Organisational foundations are strengthened through improved infrastructure, digital tools, and governance practices that streamline operations.	Continue to strengthen YPRL's Child Safety System to ensure a safe, supportive, and compliant environment for children and young people.	By year two, develop and implement a phased roadmap to enhance YPRL's Child Safety System, ensuring continuous improvement and alignment with legislative and best-practice standards.
		Proactively lead and manage a structured enterprise bargaining process that aligns with YPRL's strategic objectives and meets all Fair Work requirements.	Achieve an effective enterprise agreement that meets YPRL's strategic objectives, is supported by a majority of employees, and is approved by the Fair Work Commission.
		Secure formal adoption and ratification from member councils and YPRL board of key governance documents to ensure clarity, compliance, and consistency across YPRL, supported by legal validation, stakeholder engagement and compliance assurance	By October 2025, adoption of YPRL Board Code of Conduct. By December 2025, all Member Councils formally ratify the Meeting Procedure Local Law 2025 and the Supplemental Agreement. The Board adopts the Local Law 2025 and approves the Supplemental Agreement.
		Develop and implement a Cyber Security Strategy to strengthen organisational resilience, data protection, and risk management capabilities.	By August 2026, conduct an internal cyber security audit and report findings to the Audit and Risk Committee. In response to audit findings and recommendations, develop and implement a Cyber Security Strategy roadmap, with progress monitored and reported annually to the Audit and Risk Committee.
	4.4: Transparency and accountability are upheld through effective resource management, alignment with community-led priorities, and continuous evaluation of service efficiency.	Strengthen YPRL's records management processes to ensure compliance, accountability, and effective information governance across the organisation.	By December 2026, finalise the Records Management Policy and Procedure. Between years two and three, update all YPRL staff position descriptions to embed records management responsibilities. By year two, deliver records management training to all staff. By year three, conduct an internal records management audit and report findings to the Audit and Risk Committee.
		Ensure an up-to-date and compliant governance framework that supports effective decision-making, transparency, and accountability.	All YPRL governance frameworks, strategies, policies, procedures, and practices are reviewed and updated regularly to ensure they remain current and achieve 100% compliance.
		Ensure all statutory and structured reporting requirements are met to maintain transparency, accountability, and compliance with legislative frameworks.	Within statutory deadlines, complete and submit all required structured reports, including, Action Library Plan Reporting, Annual Budget, Strategic Resource Plan, Quarterly Financial & Performance Report, LGPRF indicators, and Annual Report.
		Assess library services to identify opportunities for improvement, efficiency, and alignment with community needs.	Undertake at least one comprehensive library service assessment annually and present findings and recommendations to the YPRL Board.
	Develop YPRL Library Plan 2029-2033 including the Delivery Action Plan through a consultative and phased process.	By year three, adopt a multi-stage process to develop the Library Plan 2029-2033. By year four, complete consultation with the community, stakeholders, Member Councils, and staff, and present the first draft of the Library Plan 2029-2033 to the YPRL Board.	

## 6.5 Quarterly Finance Report - December 2025 (NOTING)

Responsible Officer:	Chief Executive Officer
Author:	Luciano Lauronce, Acting Executive Manager Corporate Services
Attachments:	<ol style="list-style-type: none"><li>1. Balance Sheet December 2025 [6.5.1 - 1 page]</li><li>2. Statement of Cash Flows December 2025 [6.5.2 - 1 page]</li></ol>

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### EXECUTIVE SUMMARY

The December 2025 Quarterly Financial Report presents YPRL's operating result and capital expenditure financial performance against budget.

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### RECOMMENDATION

**THAT the Board resolves to RECEIVE and NOTE the Quarterly Finance Report December 2025.**

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### REPORT

#### BACKGROUND

The 31 December 2025 Quarterly Finance Report comprises a review of the current performance against year-to-date budget, full year forecast, and other key financial information.

#### Operating Result

As of 31 December 2025, YPRL has achieved a \$1.84m underlying operating surplus. This result compares favourably to the year-to-date (YTD) budget by \$233k. Furthermore, the year-end underlying result forecast compares favourably to the annual budget by \$130k. This outcome reflects careful and proactive budget management decisions.

## December 2025 Financial Quarterly Report

### Operating Result

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Annual Forecast	Forecast Variance	Note
	\$	\$	\$	\$	\$	\$	
<b>Income</b>							
Grants - Operating	2,857,527	2,840,027	17,500	2,840,027	2,857,527	17,500	1
Contributions - Operating	7,989,453	7,929,530	59,923	15,859,060	16,534,060	675,000	2
Contributions - Capital	96,800	96,800	-	96,800	96,800	-	
User fees and charges	154,418	129,192	25,226	258,385	258,385	-	
Interest income	181,976	140,622	41,354	281,248	350,000	68,752	3
Other revenue	107,576	47,830	59,746	90,098	163,202	73,104	4
<b>Total Income</b>	<b>11,387,750</b>	<b>11,184,001</b>	<b>203,749</b>	<b>19,425,618</b>	<b>20,259,974</b>	<b>834,356</b>	
<b>Expenses</b>							
Employee costs	(6,194,603)	(6,097,284)	(97,319)	(12,689,352)	(13,352,956)	(663,604)	5
Material and services	(2,267,010)	(2,308,135)	41,125	(4,400,255)	(4,573,545)	(173,290)	6
Depreciation/Amortisation expense	(838,172)	(920,006)	81,834	(1,840,012)	(1,677,012)	163,000	7
Utility charges	(152,105)	(156,363)	4,258	(391,845)	(421,845)	(30,000)	8
Finance costs - leases	(3,871)	(3,678)	(193)	(7,354)	(7,354)	-	
<b>Total Expenses</b>	<b>(9,455,761)</b>	<b>(9,485,466)</b>	<b>29,705</b>	<b>(19,328,818)</b>	<b>(20,032,712)</b>	<b>(703,894)</b>	
<b>Accounting Surplus (Deficit)</b>	<b>1,931,990</b>	<b>1,698,535</b>	<b>233,454</b>	<b>96,800</b>	<b>227,262</b>	<b>130,462</b>	
<b>Underlying Surplus (Deficit)</b>	<b>1,835,190</b>	<b>1,601,735</b>	<b>233,454</b>	<b>-</b>	<b>130,462</b>	<b>130,462</b>	

1. Four (4) non-recurrent operating grants were awarded to YPRL. These additional funds will be entirely absorbed by the associated costs required to fulfill the commitments of those grants.
2. The additional year-end operating contributions are the result of YPRL services expansions at Banyule City Council (upgraded Rosanna Library) and City of Whittlesea (new Murnong Mini Library). These additional contributions will be offset by the associated employee costs, material & services, and utilities expenses.
3. Additional interest income as interest rate levels continue to favour YPRL investment returns.
4. The favourable variance is mainly explained by the Art Invigilator Service Agreement with Banyule City Council and Workcover reimbursements. These additional funds will be offset by the associated employee costs.
5. The unfavourable variance reflects the associated costs to support the expansion of services (refer to note 2) and fulfill the commitments of non-recurrent commitments (refer to note 1 and 4).
6. The year-end unfavourable variance reflects the associated costs to support the expansion of services (refer to note 2) and the decision made in the preceding financial year to expense all purchases related to audiobooks and audiovisuals collection (refer to note 9).
7. The favourable variance is explained by the decision made in the preceding financial year to write-off of the physical collection of audiobooks and audiovisuals.
8. The unfavourable variance reflects the associated costs to the expansion of services (refer to note 2).

## Capital Expenditure

As of 31 December 2025, overall capital expenditure totals \$774k. The year-end forecast is expected to be on budget.

### December 2025 Financial Quarterly Report

#### Capital Expenditure

	YTD Actuals	YTD Budget	YTD Variance	Annual Budget	Annual Forecast	Forecast Variance	Note
	\$	\$	\$	\$	\$	\$	
<b>Capital Expenditure</b>							
Bookstock	705,660	813,414	107,754	1,651,785	1,534,260	117,525	9
Plant and Equipment	68,640	110,000	41,360	497,000	497,000	-	
<b>Total Capital Expenditure</b>	<b>774,301</b>	<b>923,414</b>	<b>149,113</b>	<b>2,148,785</b>	<b>2,031,260</b>	<b>117,525</b>	

9. The favourable year-end variance is explained by the decision made in the preceding financial year to expense all purchases related to physical of audiobooks and audiovisuals collection (refer to note 5 and 6).

## Investment performance

YPRL continues to maximise the allocation of funds in “at call” and “term” deposits and achieve the best investment result in the current macroeconomic conditions. The YTD investment performance for the current financial year was:

- Interest income (accrual basis): \$182k
- Average investment return: 4.18% pa (per annum)
- Average 3-month Bank Bill Swap Rate (BBSW) midpoint average: 3.63%
- RBA’s cash rate: 3.60% pa
- Weighted average investment duration: 154 days
- Counterparty: Commonwealth Bank Australia

As of 31 December 2025, the investment asset allocation comprises:

### At call deposits

- Allocation: \$808k
- Interest rate: RBA Cash Rate + 20bps

### Term deposits

- Allocation: \$8.00m
- Average interest rate: 4.16%
- Average 3-month Bank Bill Swap Rate (BBSW) midpoint average: 3.63%
- RBA’s cash rate: 3.60% pa

- Average maturity: 259 days
- Counterparty: Commonwealth Bank Australia

### **Financial Position**

YPRL, as of 31 December 2025, continues to remain financially sound and maintain a strong liquidity position with a working capital ratio, which assesses YPRL's ability to current commitments, of 2.48 (1.3, YPRL's target).

### **CONSULTATION**

Consultation was held with the Executive Leadership team and the Finance team during the preparation of this report.

### **CRITICAL DATES**

N/A.

### **FINANCIAL IMPLICATIONS**

All financial implications are included within the body of this report.

### **STRATEGIC RISKS**

SR 02: Finance Governance - Failure to ensure financial sustainability

### **POLICY AND LEGISLATION**

*Local Government Act 1989*, Section 138 (1) requires a Regional Library Corporation to prepare and present a statement comparing budgeted revenue and expenditure for the financial year with the actual revenue and expenditure at least quarterly.

### **LINKS TO LIBRARY PLAN**

Priority 4: Organisational Resilience

### **DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the *Local Government Act 1989* officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**END OF AGENDA ITEM**

## December 2025 Financial Quarterly Report

## Balance Sheet

	Jun 2025 \$	Dec 2025 \$	YTD Variance \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	312,701	808,144	495,443
Trade & Other Receivables	191,311	235,569	44,258
Other financial assets	6,500,000	8,000,000	1,500,000
Other Assets	25,261	41,480	16,219
<b>Total Current Assets</b>	<b>7,029,273</b>	<b>9,085,194</b>	<b>2,055,921</b>
<b>Non-Current Assets</b>			
Bookstock, Plant & Equipment	4,738,960	4,736,089	(2,871)
Right of use Assets	412,983	351,982	(61,001)
<b>Total Non-Current Assets</b>	<b>5,151,943</b>	<b>5,088,071</b>	<b>(63,872)</b>
<b>Total Assets</b>	<b>12,181,216</b>	<b>14,173,265</b>	<b>1,992,049</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and Other Payables	1,191,928	1,325,376	133,447
Contract and other liabilities	132,500	132,500	-
Current Lease Liabilities	86,016	86,016	-
Employee Provisions – Current	2,184,025	2,116,080	(67,945)
<b>Total Current Liabilities</b>	<b>3,594,469</b>	<b>3,659,971</b>	<b>65,502</b>
<b>Non Current Liabilities</b>			
Employee Provisions – Non Current	106,405	143,673	37,268
Non Current Lease Liabilities	388,283	345,572	(42,711)
<b>Total Non-Current Liabilities</b>	<b>494,688</b>	<b>489,245</b>	<b>(5,443)</b>
<b>Total Liabilities</b>	<b>4,089,157</b>	<b>4,149,217</b>	<b>60,059</b>
<b>Net Assets</b>	<b>8,092,059</b>	<b>10,024,048</b>	<b>1,931,990</b>
<b>Equity</b>			
Accumulated Surplus	6,325,073	8,257,063	1,931,990
Reserves	1,766,986	1,766,986	-
<b>Total Equity</b>	<b>8,092,059</b>	<b>10,024,048</b>	<b>1,931,990</b>

## December 2025 Financial Quarterly Report

### Statement of Cash Flows

	Dec 2024 Inflows/ (Outflows) \$	Dec 2025 Inflows/ (Outflows) \$
<b>Cash flows from operating activities</b>		
Contributions - Operating	7,757,750	7,929,530
Contributions - Capital	-	96,800
Grants - Operating	2,903,027	2,857,527
Grants - Capital	178,806	-
User fees and charges	143,854	154,418
Interest income	120,918	187,596
Other income	137,540	151,482
Payments to employees	(5,826,601)	(6,194,603)
Materials & Services and other payments	(3,064,592)	(2,366,425)
<b>Net cash provided by operating activities</b>	<b>2,350,702</b>	<b>2,816,326</b>
<b>Cash flows from investing activities</b>		
Payments for library books, plant and equipment	(1,187,028)	(774,301)
Investments (payments)/redemptions	-	(1,500,000)
<b>Net cash used in investing activities</b>	<b>(1,187,028)</b>	<b>(2,274,301)</b>
<b>Cash flows from financing activities</b>		
Interest paid – lease liability	(4,557)	(3,871)
Repayment of lease liabilities	(40,655)	(42,711)
<b>Net cash used in financial activities</b>	<b>(45,212)</b>	<b>(46,582)</b>
Net increase in cash and cash equivalents	1,118,462	495,444
Cash and cash equivalents at the beginning of the financial year	1,331,351	312,701
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>2,449,813</b>	<b>808,144</b>

## 6.6 CEO Report (NOTING)

Responsible Officer: Chief Executive Officer

Author: Nicole Rudden, Chief Executive Officer

Attachments: 1. Dashboard Q 2 2025-2026 V 2 [6.6.1 - 3 pages]

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### EXECUTIVE SUMMARY

The purpose of this report is to update the Board on each of the focus areas of the YPRL Library Plan. These focus areas reflect the current Library Plan 2025-2029.

This report includes a Dashboard summary and is for noting.

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### RECOMMENDATION

**THAT the Board resolves to RECEIVE and NOTE the CEO Report.**

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### REPORT

YPRL Library Plan 2025 - 2029

## Literacy and Learning for Life

### Big Summer Read

The Big Summer Read (BSR) is a strategic, state-wide, library campaign that aims to keep children reading over the school break to maintain their literacy skills throughout the holiday period. At YPRL, our campaign focuses on the joy of reading for pleasure and encouraging children to feel empowered through their reading choices.

A key improvement in the 2025–26 campaign allowed children to track either the number of books completed or the days they spent reading. This change was well received, as it enabled children of all reading levels to participate on an equal footing.

As part of the summer holiday fun, our Lalor branch hosted a sold-out workshop with bestselling children's illustrator Ben Wood (*Real Pigeons Fight Crime*) who was an ambassador for the previous reading campaign.

Official PLV statistics have not been released yet, but looking at our early numbers, YPRL members submitted over 1124 reading logs – an increase of 56% on our 24-25 results; A wonderful testament to our wonderful branch staff who encourage children of all reading abilities throughout the summer campaign.



***Design your own Treehouse*** (based on the book) held at Lalor Library AND  
***Real Pigeons, twigs & Creativity*** – Delivered by Ben Wood (Illustrator)

### **Open House Melbourne: Special Screening of *Modern Melbourne: Greg Burgess***

YPRL partnered with Open House Melbourne on 11 February to host a special screening of *Modern Melbourne: Greg Burgess* at Eltham Library. The event attracted over sixty attendees, including several YPRL Board members. Featuring a Q&A with architect Greg Burgess and Heritage Council Victoria Chair Professor Philip Goad, the evening provided an opportunity for community to learn and reflect on architecture, place-making, and cultural heritage.

#### YPRL Library Plan 2025 - 2029

## Connection and Wellbeing

### **January 2026 School Holidays**

YPRL delivered 41 events across the region during the January school holidays, attracting 1,250 attendances. The strong participation reflects the quality and diversity of programs, showcasing YPRL's ongoing responsiveness to community interests across branches and outreach locations, including the Nillumbik Youth Hub, Galada and Kirrip Community Centres.

Program highlights:

- Eltham: Workshops with *LEGO® Masters* contestant Annie O'Reilly drew 64 participants, inspiring imaginative builds for potential inclusion in *The World We Can Build* exhibition. The *deadly scratch Art* session explored First Nations art and symbolism.
- Diamond Valley: Successful *DIY Self-Care Jars* and *deadly scratch Art* sessions engaged almost 30 local youth in creative and cultural activities.
- Ivanhoe: 29 little tinkerers got creative turning recycled jars into summer lanterns! The session explored how different materials affect the way light escapes the jar, depending on texture and opacity. It was a fun, hands-on activity that supported fine motor skill development for younger children, while giving older children the opportunity to investigate the science of light and apply their knowledge of how light travels through different mediums.
- Watsonia: Programs such as *Dunbi the Owl Craft* and *Soil Safari: Citizen Science Explorer* drew strong attendance (35 each). In the *Citizen Science* program, children became real life explorers on a magical journey through the soil food web. Young scientists also headed out to the Watsonia Library Garden, using binoculars and a special biodiversity kit to investigate what lives in our local environment.

Dunbi the Owl craft



Building the playground of your dreams



Citizen scientists

- Thomastown: Children enjoyed *NGV Kids on Tour* and *Dance Around the World*, combining art, design, and movement by learning different dance styles and their history.
- Mill Park: *LEGO Spike Essential* introduced coding and STEAM learning through hands on LEGO projects to 15 children. Participants built creative models and coded them to perform tasks such as making a car drive in circles and programming a car's lights to illuminate dark spaces. The hands-on activities encouraged problem-solving, creativity, and coding skills, making the session both educational and fun.

- Whittlesea: Despite operating as an emergency relief centre, the branch delivered all planned programs, including NGV Kids on Tour and Beginners Karate, maintaining strong community engagement during a challenging period. The *NVG Kids on Tour* program was particularly appreciated as children got to participate in a range of creative art activities. In the beginner's karate program, run by GKR Karate, children learned the formalities of a karate session, followed by energetic skill-based activities and games, and concluded with a reading of *Baa Baa Black Belt* by Gavin Aung Than.



deadly scratch art



Book star activity

The summer program demonstrated a regional approach and collaboration with member councils, delivering learning, creativity, and connection for families throughout the region.

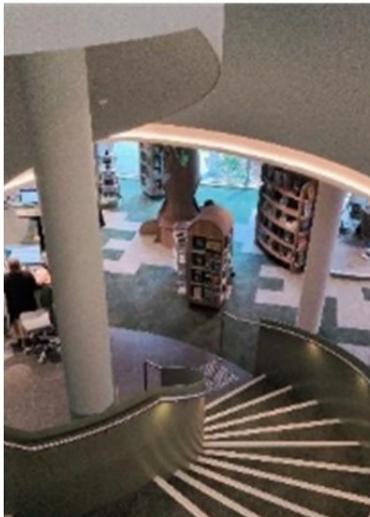
### **murnong Library**

We have been open for business at our new murnong Library, based at the murnong Community Hub, since 29 January 2026. The official launch is taking place on Saturday 21 February 2026. This beautiful space serves the Donnybrook and surrounding areas well by connecting education, lifelong learning and Council services under one roof. The design and layout of the building create a welcoming space for the library. Since the 29 January there have been 166 loans and 47 new members, with 40 individuals actively borrowing during this period. The vast majority of borrowers reside in Donnybrook, demonstrating strong local engagement with the service. The collection currently comprises 4,022 items, providing a solid foundation to support the community's growing demand.

### **Rosanna Library**

Rosanna Library opened to the public on 21 January and was officially launched by the Minister for Local Government Nick Staikos on Friday 13 February to unanimously positive feedback from stakeholders and community alike.

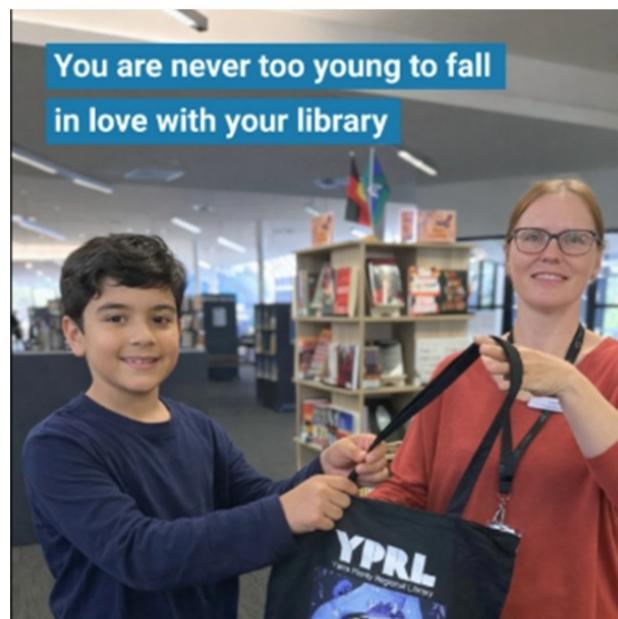
On the first day of service alone, YPRL saw more than 2,000 visits and in the first two weeks we have had more than 11,000 loans and 603 new library members join.



### Children’s Membership Campaign Launched

After a short pilot period at Rosanna Library, we launched our Children’s Membership Campaign across the YPRL network on Library Lovers Day – 14 February.

YPRL is incentivising new child memberships by giving each new child member (0-12 years) a special library bag and activity pack decorated in designs by local children’s book authors and illustrators Emma Sjaan Beukers, Annabelle Hale, and Marc McBride. They can also go into the draw to win further prizes.



We know that children who use libraries are nearly twice as likely to be above-average readers than those who don’t. Giving children their own library card is a powerful step in supporting their learning, reading confidence and sense of belonging in the community. We will be working with children’s book authors and illustrators to amplify this message.

At YPRL most children’s books are borrowed for children by a parent or guardian. This campaign seeks to give children more agency in their engagement with libraries and better representation in our membership.

**Media mentions** *(this covers the period October 2025 to January 2026)*

Publication	Number of mentions
Star Weekly – Northern	5
Northern Star Weekly	4
Nillumbik Arts eNews	4
Banyule eNews	3
Nillumbik eNews	3
Mirage News	3
Nillumbik Environment & Sustainability News	2
North Central Review	2
CoW The Local Scoop / Local Scoop	2 (Oct + Dec)
What's the Show	1
CoW Business eNews	1
Inner FM – Friday Magazine	1
Banyule Greenwrap eNews	1
Nillumbik Aging Well Summer 2026	1
The Round-About Dec–Jan 2025–26	1

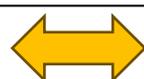
**Social media**

Engagement	Followers	Reach
8,352	14,784	23,379

**Email news**

Engagement (emails opened)	Subscribers	Reach
96,648	99,628	268,906

**Combined social media and email news**

Engagement	Followers	Reach
105,000	114,412	292,285
		

**YPRL Library Plan 2025 - 2029****Digital Access and Innovation****Building Community Digital Skills and Literacy**

As part of our commitment to communities to provide digital access and inclusion, we have delivered a range of events aimed at strengthening digital innovation and independence. This included a day of workshops and learning at Eltham Library focused on online safety, digital literacy, and scam awareness. Attendees learned how to better protect themselves against online scams in the workshops 'Blocking Scammers' with Julio Del Cid, a former high-tech crime specialist, and 'Protect Your Data' with IT specialist Tom Mason. In between sessions attendees could talk to a staff member from Services Australia for more information to access supporting resources and online services.

At Whittlesea Library the practical session 'How to use Facebook Marketplace' supported attendees to both buy and sell second-hand items—a valuable and sustainable practice to help curb cost of living pressures. Attendees learned how to write engaging item listings, how to vet sellers, and importantly, how to protect themselves and their privacy against online scams.

During the Victorian Seniors Festival, Mill Park Library invited members to experience the mind-bending world of immersive Virtual Reality. Participants were able to travel the world and relax in nature, whilst learning how to navigate VR technology.

Two iPad workshops were held across October and November at the Rosanna Fire Station, to help community members build confidence and practical skills in using their devices. This included using settings, downloading images, files, and apps, and sending emails, to name a few.

At Watsonia Library the 'Fraud and Scam Prevention' workshop shared important tips to safeguard personal information, how to report scams effectively, and what are the most common impersonating scams today. This session strengthened participants' ability to navigate websites and online information with greater confidence and purpose, giving them the tools they require to identify and report suspicious activity.

**Improved customer email targeting**

Since our transition to the Patron Point email system, we have gained the ability to better reach patrons with information relevant and of interest to them. Recently this has also allowed us to filter our member based to create location specific emails providing information patrons needed to know about the library branch they use. For example, we recently communicated service changes about the Mobile Library, Rosanna Library, Mill Park Library and Thomastown Library to members registered to these locations. This tailored communication ensures messaging is targeted and relevant, increasing its effectiveness.

Since adopting this system, we have increased our email newsletter subscriptions by 27,363. This is largely driven by patrons self-selecting subjects that are of interest to them and subscribing to subject specific email newsletter such as our Family Fun and Aging Well newsletters. We have also observed better engagement with these interest-specific newsletters.

**YPRL Library Plan 2025 - 2029**

## **Organisational Resilience**

**Supplemental Agreement 2025 and Meetings Local Law 2025**

The Supplemental Agreement 2025 was fully executed by all three (3) member councils on 3 February 2026. The Meetings Local Law 2025 was signed and sealed on 23 December 2025. Both documents have now been submitted to the Minister for Local Government for insertion into the Government Gazette. YPRL will notify the Board once the insertion has been published.

**Book sorter at Mill Park Library**

The installation of the book sorter at Mill Park Library is now complete. The City of Whittlesea contributed financially to this purchase, enabling us to progress the installation at a faster pace. Book sorters are also installed at Eltham, Rosanna, and Ivanhoe libraries, offering significant improvements in efficiency, staff wellbeing, and patron service. Using RFID technology, the system automatically checks in returned items, sorts them, and moves them into specific bins for reshelving, decreasing manual handling injuries and increasing operational efficiencies across these branches.



**Libraries Change Lives – Industry advocacy**

[The libraries that shaped us – and how they're changing - ABC listen](#)

As part of the State Library of NSW’s 200th anniversary celebrations, the library has collated a collection of stories about how libraries have changed us. The Radio National interview looks at how libraries have evolved into the ultimate third space, offering a community living room to people who need it most.

**CONSULTATION**

YPRL Senior Leadership Team and people leaders

**CRITICAL DATES**

N/A

**FINANCIAL IMPLICATIONS**

All financial implications are included within the body of this report.

**STRATEGIC RISKS**

SR 04: Governance - Failure to comply with statutory obligations, policies or governance frameworks

**POLICY AND LEGISLATION**

N/A

**LINKS TO LIBRARY PLAN**

Priority 1: Literacy and Learning for Life

Priority 2: Connection and Wellbeing

Priority 3: Digital Access and Innovation

Priority 4: Organisational Resilience

**DECLARATIONS OF CONFLICT OF INTEREST**

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

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**END OF AGENDA ITEM**

## MEMBERSHIP 1.

### Total Members:

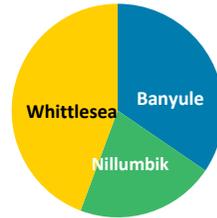
Banyule: 7,816  
 Nillumbik: 4,806  
 Whittlesea: 10,039



**Active Members (Q2):** 63,883

**New Members:** 8,178

Total Members



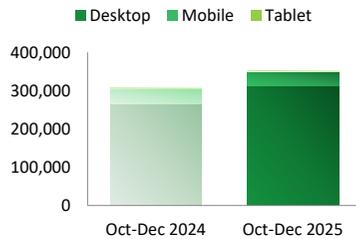
## USAGE

**App Hits:** 129,821  
**Catalogue Hits:** 132,568  
**Website Hits:** 351,984

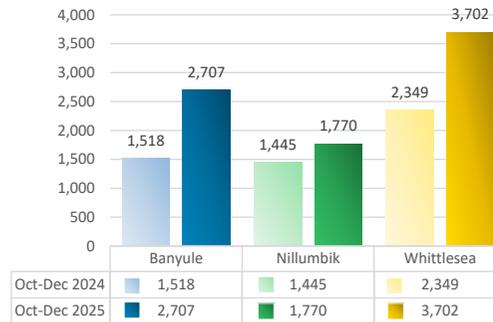
**Wi-Fi Total Sessions:** 29,097  
 Banyule: 11,269  
 Nillumbik: 7,155  
 Whittlesea: 10,673

**Branch Visits:** 371,897

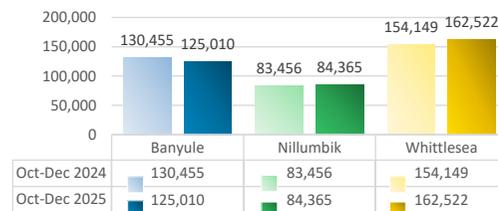
### Website Hits



New Members Totals



Branch Visitation



# OUR BUSINESS

2025/2026 Q2: 1 Oct–31 Dec

## EVENTS

**Events:** 1,625 (2.84% increase)  
**Attendees:** 36,340 (0.8% decrease)

## Community Engagement

**8,178 NEW MEMBERS**

**132,568 Catalogue Hits**  
**351,984 Website Hits**

**371,897 Library Visits**

**1,625 library events.**  
**36,340 attendees.**

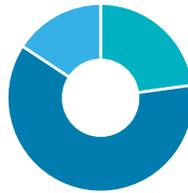
**School Holiday Program:**  
**68 events with 1651 attendees.**

**99,628 eNews subscribers**

## STAFF 2



**Staff Total** 184  
*Full Time* 42  
*Part Time* 113  
*Casual* 29  
**Volunteer Total** 89



■ Full Time ■ Part Time ■ Casual

**FTE Budget: 107.40 FTE Actual: 108.85**

**Staff FTE is over budget.**

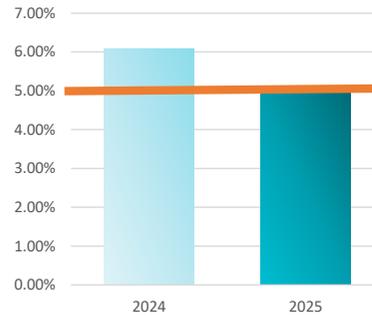
**Staff Turnover:** 4.15% (previously 2.27%)

**Absenteeism:** 4.93% (previously 6.08%)

**KPI:** Under 5%

	2024	2025
<b>Training Hours Delivered</b>	541.50	705.00
<b>Average per Employee</b>	3.19	3.83

### Absenteeism



## PROJECTS

●	Watsonia Library Community Room refurbishment. Tender awarded.
●	West Heidelberg Olympic Village Community Library. Planning in progress with Banyule City Council.
●	West Wollert Mini Branch. Expected opening Q2 2027.

●	On Time, On Budget
●	Delayed
●	Under Evaluation

# OUR PEOPLE & FINANCE

**2025/2026 Q2: 1 Oct–31 Dec**

## FINANCES

**Q2. 2025-2026**

### Financial Report

**Working Capital Ratio**

**2.48**

Minimum level 1.3



**Capital Expenditure**

**Under budget \$455k**



**YTD Underlying Result**

Favourable to budget \$233k



**\$\$\$**

**Accounts Receivable**

Increase \$44k

**Accounts Payable**

Increased \$133k



**Cash Balance**

**\$8.81 million**  
 (In line with YTD result and capital expenditure)

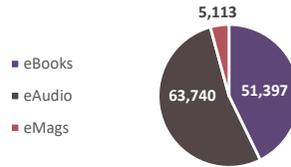


**Forecast Underlying Result**  
 Year End 2025/26  
 - Favourable to budget \$130k

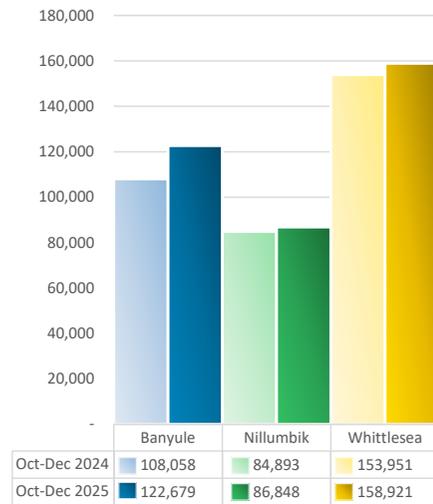
## COLLECTION

**Total Physical and Digital Collection:** 488,698  
**Total Physical Items:** 368,448  
**Total Digital Items:** 120,250  
**Total Digital Platforms:** 22  
**Recently Purchased Stock:** 37,277

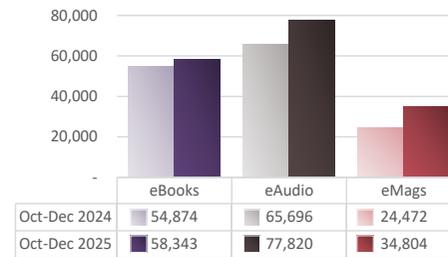
### Digital Collection



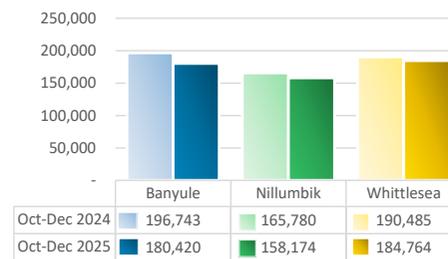
### Total Physical Items



### Digital Loans



### Physical Loans



## FOOTNOTES

1. Membership continues to be a focus and the requirement to be a member to access library WiFi is positively contributing to the overall number.
2. Growth budget provisions sit within Councils' budgets.

# OUR ASSETS

**2025/2026 Q2: 1 Oct–31 Dec**

## LOANS

**Total Digital Loans:** 170,967 (17.87% increase)  
**Total Physical Loans:** 523,358 (5.3% decrease)  
**Total Loans:** 694,325 (0.5% decrease)

### Collections Report

**3,0777**

Digital Children's  
Stories Read on  
StoryBox Hub



**23.3%** Increase in  
Library of  
Things  
Loans



**8,495**

Kanopy Films Streamed



**14,269**  
Christmas  
items borrowed



Braille Books  
Borrowed  
**244**

## **7 Consideration of Action on Petitions and Joint Letters**

None

## **8 General Business**

Cr Alison Champion notified YPRL that there is an ALGA Conference in Canberra that is scheduled to held 23 June – 25 June. This clashes with YPRL’s Board meeting date of 25 June. Both Cr Champion and Cr Garotti will be attending this conference and will be unable to attend.

## **9 Reports from Delegates Appointed by the Board to Other Bodies**

## **10 Urgent Business**

## **11 Confidential Meeting**

Meeting closed to the public as per 89(2) of the *Local Government Act 1989*

## **12 Meeting Closure**