

Minutes

Library Board Meeting

**Thursday 13th March 2008
4pm
Terang Library**

Minutes of the Ordinary Meeting of the Corangamite Regional Library Corporation Board held on Thursday 13th March 2008 at the Terang Library – commenced at 4pm

BOARD MEMBERS in attendance

Member	Council
Cr. Peter Mercer (Chair)	Colac Otway Shire
Mr Colin Hayman	Colac Otway Shire
Cr Jim O'Brien	Corangamite Shire
Mr Trev Greenberger	Corangamite Shire
Cr. Di Clanchy	Moyne Shire
Mr Craig Ralston	Moyne Shire

Quorum in the draft new Meeting Procedure Local Law is “***at least one Member from three of the Party Councils***”.

A substitute member (or Deputy Member) can be appointed by a Party Council to act as deputy in place of one of its appointed Members. This appointment must be made by resolution of the Council (or a Council authorized delegate) for it to be valid.

Officer & Consultant in attendance

Name	Position
Sally Armistead	Acting Chief Executive Officer
Graham Shiell	Consultant

APOLOGIES

Cr Adrian Jacobs
Mr. Paul O'Brien

Warrnambool City
Warrnambool City

1. DECLARATIONS OF INTEREST

Nil.

2. CONFIRMATION OF MINUTES

Moved Cr Clanchy seconded Cr O'Brien that the minutes of the Ordinary Meeting of the Board held on 8th November 2007 be confirmed.

CARRIED

3. BUSINESS ARISING FROM MINUTES

- 3.1 Making of a Meeting Procedure Local Law – refer to item 6.1.3
- 3.2 Extension of Regional Agreement - refer to item 6.1.1

4. CORPORATION SEAL

No items for sealing.

5. INWARDS CORRESPONDENCE

Items of interest received since the previous Ordinary Meeting.

Date	Origin	Subject
20 Dec	U3A Colac Otway	Thanking library staff for their support for the group's activities
7 Jan	Ministerial Advisory Council on Public Libraries	Submitting a copy of its "Vision for Libraries" – copy was attached
9 Jan	Corangamite Council	Advising Cr O'Brien re-elected as Library Board representative
22 Jan	Central Highlands RLC	Discussion paper on library funding – refer to item 6.5.1
7 Feb	Moyne Council	Advising of appointment of Craig Ralston as substitute member

6. REPORTS

6.1 GOVERNANCE REPORT

6.1.1 Regional Agreement

The Board at its last meeting resolved to seek the support of the member councils to entering in to a new regional agreement. The Board proposed extending the term to June 2011.

A subsequent meeting was held with the council CEOs and it was agreed that consent be sought to a new 5 year term – thus providing an end date of June 2013.

Colac-Otway and Corangamite councils have resolved to support the 2013 proposal.

Moyne council has also agreed, but subject to the inclusion of a condition “allowing Council to withdraw subject to 12 months notice being given”. The current agreement provides a similar clause, but it could not be exercised in the first 2 years.

Warrnambool council is yet to formally consider the request.

Comment:

Until Warrnambool formally consents to a new term the Board can not proceed with any certainty with the finalisation of a new agreement.

Moved Cr Clanchy seconded Mr. Greenberger that Warrnambool City Council be asked to respond to the request to support a new regional library agreement for a term ending June 2013 and that subject to a positive response from Warrnambool City a new regional agreement be drafted for consideration by the Board.

CARRIED

6.1.2 Service Level Agreement

The Service Level Agreement has now been completed with each council. The new agreement is for the duration of the current Regional Agreement (February 2009).

The agreement is basically in two parts. Part one relates to what is generally provided or applied across the region. The second part is about the variations for each municipality - mostly about the open hours for each branch library and the outreach service.

A copy of the agreement and an explanatory note was circulated to Board members on 17 December 2007.

The agreement makes reference to CRLC preparing and maintaining the following key documents:

- a) Member Induction Program – to be prepared
- b) Collection Management Plan – part 1 exists, part 2 in draft form
- c) Membership and Access Policy - exists
- d) Information Development Strategy Plan – IT Plan prepared
- e) Branch Library Design Standards – in draft form

The agreement also makes reference to CRLC initiating the following annual reviews:

- a) Municipal Services Review - for the added/modified services, including service point hours
- b) Apportionment of revenues and expenditure - part of the Budget process
- c) Facilities Review – to identify outstanding/required maintenance or repair tasks.

The agreement places some annual obligations on the councils, including:

- a) advising on cleaning & maintenance provisions. A schedule on maintenance responsibilities is included in the Agreement
- b) requiring each council to review the added or varied services prior to the finalisation of the annual budget contributions.

Moved Cr O'Brien seconded Mr. Hayman that the Service Level Agreement Report be noted.

CARRIED

6.1.3 Support Services Agreement

Colac-Otway council has been providing a range of financial and other support services to the Corporation for a number of years.

However, the services provided had not been specifically documented.

A specification was drafted and has been discussed with the council staff. A copy of the final document was attached.

Moved Mr. Greenberger seconded Cr O'Brien that the Services Support Agreement between the Corporation and Colac-Otway Shire Council be approved and signed under the seal of the Corporation.

CARRIED

6.1.4 Meeting Procedures Local Law

The Local Government Act 1989 requires that the Corporation must have a meeting procedure local law.

The Corporation's original meeting law, made in 1996, has expired and consequently the Corporation must address this shortfall.

A draft of a new law was prepared and circulated to Board Members and member councils in November 2007. Notes on the review, which explained the major changes from the 1996 law were also circulated.

The Act (section 197F) requires that the member councils must ratify the law before it can be made by the Corporation.

The purpose of providing the draft to member councils was to obtain any preliminary feedback so that, hopefully, formal ratification once the Board has resolved on its support to make the law could be expedited.

The only responses received were from Colac-Otway council and they suggested the following:

- Only the signature of the CEO to the common seal should be specified (fixing the seal needs Board resolution) – change made
- Including clauses on petitions and public participation (need based on current issues with the Colac library location) – changes made
- Changing the reference to '48 hours' to two working days – changes made.

The public participation and question time clauses are based on the various municipal local laws. A copy of the new draft was attached.

A Question Time procedure has also been drafted and was attached.

The procedure for making a local law is set out in the Local Government Act and it is proposed that the following process will be followed:

- 1) The Board resolves to agree in principle to the draft and advises the Party Councils of its intention to develop the Local Law and seek their respective ratification.
- 2) The Party Councils to advise the Board, pursuant to section 197F of the Act, of their respective ratification of the Local Law:
- 3) The Board can then resolve to give public notice of its intention to make the Local Law.
- 4) Notice of intention to make the Local Law is then advertised in the Victoria Government Gazette, the Colac Herald and the Warrnambool Standard.
- 5) Public submissions can then be made on the proposed Local Law.
- 6) The Board then resolves to adopt or amend the Local Law.
- 7) Finally, the making of the Local Law is advertised in the Victoria Government Gazette, the Colac Herald and the Warrnambool Standard.

Moved Mr. Ralston seconded Mr. Hayman that the Board agree:

- 1. in principle, to the draft Meeting Procedure Local Law 2008 (Local Law No. 1 of 2008) and the associated Question Time Procedure; and**
- 2. to seek ratification of the draft Local Law by all the member councils, in accordance with section 197F of the Local Government Act 1989, prior to the Board formally considering its intention to make the Meeting Procedure Local Law 2008 (Local Law No. 1 of 2008).**

CARRIED

6.2 PERFORMANCE REPORT

The Regional Agreement provides that:

“The CEO shall provide the Board and Councils with quarterly financial reports which include an operating statement reporting the regional library service performance to Budget and other performance indicators in the Library and Strategic Resource Plan”.

6.2.1 Financial Report

An updated finance report, with projected end-of-year outcomes, was circulated.

6.2.2 Bank Overdraft

In recent years, at least, the Colac-Otway Shire Council, has provided the equivalent of a ‘bridging finance’ arrangement for the Corporation for the payment of the Corporation’s accounts.

The accounts have been paid through the Shire’s system’s and then recouped from the Corporation’s savings account when it has sufficient funds. In some instances there has been a delay in processing the recoup, pending the accumulation of sufficient funds in the account.

The Council has not charged the Corporation for this support.

However, it is considered more appropriate for the Corporation to accept full responsibility for payment of its accounts and it is proposed that an Overdraft Facility be established. Clearly it is preferable that funds always be available and this needs to be closely monitored.

To cover the occasional times when an overdraft is required then the cost will be brought to the Corporation’s account.

An offer has been received from the Corporation’s banker, the Commonwealth Bank, and a copy was attached.

Moved Cr O’Brien seconded Cr Clanchy that the Corporation accept the offer from the Commonwealth Bank for an Overdraft Facility, in accordance with the Bank’s letter of offer dated 11th February 2008.

CARRIED

6.2.3 Audit Scorecard

The Auditor-General has prepared a report titled “Local Government: Results of the 2006-07 Audits”. The report includes the results for regional library corporations.

According to the Auditor-General the “***report will ... for the first time contain a detailed analysis on the financial sustainability of ... regional library corporations***”.

The 3 measures used to assess financial viability are:

- Underlying result ratio
- Liquidity ratio (working capital)
- Investment gap ratio

Unfortunately, CRLC scored as a ‘High’ risk on all 3 indicators - high risk of short term and immediate viability concerns.

Copies of the attachments outlining the results were attached.

The issues raised are being addressed in the review of the Corporation’s budgetary processes and long-term financial plans.

Report was for information.

6.2.4 Performance Indicators

The Indicators listed in the new Service Level Agreement were presented.

Indicator	2007 Target	2007 Target for 1st half	Performance (July – Dec 2007)	2010 Target
Membership as % population	35.4%	35.4%	33.17%	40%
Visits per capita	3.0	1.5	1.43*	5.0
Loans per capita	5.9	3.95	3.03*	7.5
Collection items per capita	1.4	1.4	1.35	1.75
Visits per member	8.6	4.3	4.3*	10.0
Internet access PCs per 10,000 population	1.9	1.9	1.9	5.0
Items acquired per capita annually	0.11	0.055	0.07*	0.15
Acquisitions as % collection	8.0%	4.0%	5.3%*	10.0%
User satisfaction score	8.6	8.6	8.7	>8.6

Note:

Capita based on population of 85,704

Indicator			Performance	National average
Loans per staff eft			21,398	24,205
Collection – no. items			116,105	

Report was for information.

6.3 SERVICE AND OPERATIONS REPORT

Enterprise Bargain Agreement Negotiations

The current staff Enterprise Agreement expires at the end of June this year.

Several meetings of the EB Negotiations Committee have been held, involving management and staff representatives and the union organiser.

The new agreement will be lodged, for the first time, with the Workplace Authority. A 3 year term is proposed and it is modeled on the current EB with some variations. Most notably, the current industrial award will be incorporated into the agreement.

Two options for the pay increments for the next 3 years have been put forward and will be considered at a meeting of staff planned for 25 March. The overall impact of either option on staff costs is between 4% and 5% per annum.

Apollo Bay Library

Colac Otway council have engaged Capacity Consulting to undertake a feasibility study to determine the most favourable positioning for the future location of the Apollo Bay branch.

Three options have been put forward to the community for consideration:

- Apollo Bay P-12 School
- Marrar Woorn Community Centre (current site)
- Future Harbour Development.

To date the consultancy has undertaken:

- Resident Surveys
- Community consultation through two forums and 'in the Community Days' where the consultant has been available to people at the plaza and market.

Opportunity has also been made available for people to offer further alternatives to the above mentioned sites.

Human Resource (HR) Policies & Procedures

A series HR policies / procedures and a new employee handbook have been drafted.

The material has been circulated to all staff for consideration and to allow them the opportunity to provide feedback through the Staff Consultative Committee and Branch Administration Meetings.

Every effort is being made to ensure that a thorough consultation process has occurred prior to approval of the policies.

Marketing

GenR8 Business & Marketing, Warrnambool has been commissioned to prepare a Marketing Plan for CRLC. The current year budget included an allocation of \$5,000 for this project and the engagement is within budget.

A workshop with a selection of staff was held in January. This was an enjoyable think tank session with staff demonstrating their knowledge of our libraries, our members and their respective communities.

A presentation on the draft Marketing Plan was made at the Board workshop earlier this month.

A full copy of the draft was attached and comments were sought.

Library Management System

In November Corporate Strategic Systems (CSS) were engaged to assist in fast tracking a fix for the speed issues experienced as a result of the Spydus Library Management System upgrade in August 2007.

The delay staff were experiencing caused frustration and dissatisfaction to both staff and customers alike. Our service was at one point so slow that people were walking out. Some OH&S hazard reports were also submitted.

The outcome of the CSS support was most positive with relief quickly provided to branches and soon after the problem totally rectified in January/February 2008.

Premier's Reading Challenge

The Premier's Reading Challenge is a new State initiative for all Victorian students in Prep to Year 9. The aim of the Challenge is to promote a love of reading.

It is not a competition but a challenge to each student to read more and widely. The Premier's Reading Challenge Book Fund is providing funds for public libraries to purchase books and associated materials that support children undertaking the Premier's Reading Challenge.

The State is providing \$5 million to public libraries to support the project over the next 4 years. The allocation for CRLC for 2007/2008 is \$61,192. Whilst not yet advised, it is expected that the allocations in each of the next 3 years will be in the order of \$30,000.

Statistics

Both Circulation and Membership figures are tracking above same period this time last year. Circulation spikes a significant peak of 50,000 issues in September whilst visitation displays a more gradual rise across the first half of the year. 1,444 new members have joined the library service, and 600 people have joined to make use of our internet service with both figures also up on last year.

Programs attendance is high 4,978 in total - of these 3,393 are made up of storytime numbers ~ children and parents inclusive. Storytime is a core service and is definitely one well supported within the community.

We currently have 116,105 items on our database. To date we have withdrawn 7,306 and have acquired 6,162 new items. At this time last year we were tracking slightly differently with 123,024 items on the database, 11,376 items withdrawn and 7,872 newly acquired

Nexus Community Survey

For the past few years the Corporation has participated in a Regional Libraries community survey conducted by Nexus Research

The survey is conducted by telephone interviews and has a sample size of 300. Statistically speaking, statisticians are 95% confident that the results from this sample size are within 6% (plus or minus) of the true population value.

Nine regional libraries were involved in the 2007 survey – two rural libraries (West Gippsland and Corangamite) and seven metropolitan/fringe council services.

Some of the key results:

- 44% of Corangamite respondents used a library within last 12 months (survey ave 51%)
- Corangamite respondents (regardless of their own use) gave the library service a Very High importance rating - 9.5 out of 10
- They also gave it a Very Good satisfaction rating – 8.7

The following table shows the services for which at least 50% of respondents gave an Importance rating of 9 or 10 (the highest) and the corresponding score for our performance.

Individual services	Importance (rating 9 & 10)	Performance (rating 9 & 10)
Staff courtesy & helpfulness	75%	76%
Staff knowledge	68%	67%
Range & quality of books for adults	58%	40%
Ease of locating book	56%	43%
Lending services	53%	57%

Report was for information.

Moved Mr. Greenberger seconded Mr. Ralston that the Reports for items 6.2.3, 6.2.4 and 6.3 be noted.

CARRIED

6.4 2008/2009 BUDGET PLANNING

A detailed presentation was made to a Board workshop session earlier this month.

The purpose of the workshop was to:

- provide information to the Board on
 - a review of the service
 - thoughts on service delivery
 - the financial position
 - proposals for service improvement priorities
 - future financial implications
- provide the opportunity for the Board to discuss the future of the service

The presentation covered:

- Key findings from an Overview report (Dec 2007)
- Financial position – now & projected
- Future directions – library's role & CRLC approach
- Regional service models
- Financial implications

A copy of the powerpoint presentation slides was attached.

As a consequence of the discussions at the workshop it was agreed that several motions be put forward to the Board meeting for consideration.

Moved Cr Clanchy seconded Mr. Greenberger that:

- 1. the Board adopt a policy of undertaking, annually, a full acquittal of council contributions required to meet the budgeted cash flow outcome and that such acquittals be based on actual results and be in accordance with the standard council contributions formula;**
- 2. the Board support the '*Base Model*' 2008/2009 Budget, as presented at the Board Workshop on 3 March 2008, and the associated increase in Council contributions;**
- 3. the proposed 2008/2009 Base Model Budget be submitted to the member councils for support and that they be requested to advise the Board of their response by 23 April 2008;**

4. **the member councils be advised that the Corporation's Acting CEO and Project Consultant are available to brief the respective councils on the proposed Budget Model and the various matters covered at the Board's March Workshop;**
5. **a Board Meeting be held on 24 April 2008 to receive and consider the anticipated responses from the member councils to the 2008/2009 Budget proposal; and**
6. **the recruitment of a Chief Executive Officer be further deferred pending further direction from the Board at the Meeting scheduled for 24 April 2008.**

CARRIED

6.5 CONSULTANCY SERVICES

The Consultancy support service with Graham Shiell Consulting has been extended, pending the recruitment of a Chief Executive Officer. The initial engagement was for the period to the end of January. The current extension is to the end of April.

Monthly progress reports on the consultancy projects have been circulated to all Board members.

Projects listed in the current agreement are below. Projects can be substituted or added as required.

- a) **Draft Budget 2008/2009**
 - Colac-Otway Services Agreement
 - Staff structure
 - Delivery of Budget proposal
- b) **Long-term Financial Plan**
 - Delivery of proposal
- c) **Finalisation and Implementation of Marketing Plan**
- d) **EBA Negotiations**

- e) Board Meetings & Workshops**
 - Prepare agendas
 - Discuss “Overview” report
- f) Regional Agreement**
 - Awaiting response from all councils
 - New agreement to 2013
- g) Recruitment of CEO**
 - Awaiting consent to 2013 agreement
 - 5 year term
- h) Buildings maintenance**
 - Initiate schedule of Council meetings
- i) Regional HQ**
 - Review location
- j) Insurance**
 - Seek separate policy for Public Liability & Professional Indemnity cover
- k) Banking**
 - Establish overdraft facility on operating account

Moved Cr O’Brien seconded Mr. Ralston that the action taken in extending the engagement of the services of Graham Shiell Consulting be noted.

CARRIED

6.6 OTHER REPORTS

6.6.1 Discussion Paper on Library Funding

Correspondence has been received from the Central Highlands Regional Library Corporation advising of its intention to develop a strategic campaign aimed at securing a higher level of recurrent funding for libraries from the State Government.

A copy was attached.

Central Highlands has sent the paper to the MAV requesting that a forum be held to formulate a detailed funding campaign.

Moved Mr. Hayman seconded Mr. Greenberger that the MAV be advised that the Corporation supports a new campaign to increase State funding support for public libraries.

CARRIED

6.6.2 Better Local Governance Consultation Paper

In November last year the Department of Planning and Community Development circulated a consultation paper titled "Better Local Governance".

Submissions on the paper were due by 29 February.

Presumably each member council has considered the paper and submitted a response.

Unless any member wishes to raise an issue it is not proposed to make a response.

A copy of the paper is available on request.

Moved Cr Clanchy seconded Mr. Greenberger that the report be noted.

CARRIED

7. MEMBERS NOTICES OF MOTION

No motions received.

8. GENERAL BUSINESS

No items listed.

9. URGENT BUSINESS

No items listed.

10. NEXT MEETING

Scheduled for Thursday 24th April 2008

There being no further business the Meeting closed at 5.30pm.

Attachments included were:

Item/Report	Attachment
1	Minutes of meeting 8 November 2007
5	Ministerial Advisory Council on Public Libraries "Vision for Libraries"
6.1.3	Support Services Agreement
6.1.4	Draft Meeting Procedure Local Law
	Draft Question Time procedure
6.2.2	Commenwealth Bank Overdraft Facility offer
6.2.3	Financial Viability Indicators
6.3	Draft Marketing Plan
6.4	'Future Directions' Workshop notes
6.6.1	Discussion paper on Library funding

CONFIRMATION OF MINUTES

It is hereby certified that the above minutes of the Ordinary Meeting held 13th March 2008 are those confirmed by the Corangamite Regional Library Board.

Chairman

Date