

REPORT TO KNOX CITY COUNCIL
LIBRARY SERVICES HIGHLIGHTS 2014/15

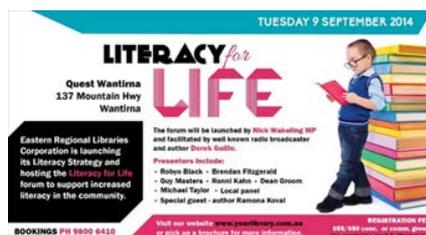


Providing our communities with access to knowledge, experience and ideas

PREPARED BY

EASTERN REGIONAL LIBRARIES CORPORATION

2014/15 HIGHLIGHTS



REACHING OUT TO OUR COMMUNITIES

ERLC hosted the Literacy for Life Conference at Quest in Wantirna in early September. The aim of the conference was to create a greater awareness of the importance of a literate community.

Over 100 participants heard a wide range of speakers discuss the implications of poor literacy and some approaches to changing the situation. Attendees were very enthusiastic about the conference and we received a great deal of positive feedback.

Following on the Literacy for Life Conference, one of the critical new directions ERLC is emphasizing is the need to foster 21st Century skills in our communities.

ERLC has acquired Lynda.com which is an extensive online training library focused on business and information technology. The Lynda.com library helps anyone learn software, creative, and business skills to achieve personal and professional goals. It covers a wide variety of software products and digital technology. The courses are in streaming video format. Unlike basic how-to videos though, Lynda.com offers quality, in-depth courses created by experts.

This training package is now available to both our communities and employees and will be a major training focus from 2015.

In general:

- ✓ 1,284,879 items were borrowed from Knox Libraries
- ✓ Knox libraries were the third place (after home, school, or work) for almost 811,060 visitors
- ✓ Employees assisted with 92,367 information queries
- ✓ There were 102,988 public access computer sessions
- ✓ 8,425 people attended 523 adult programs
- ✓ 30,871 children accompanied by 20,648 adults attended 1,108 children's programs
- ✓ WiFi sessions numbered 60,309 – an increase of over 26,000
- ✓ eLoans are now 77,893 – an increase of over 22,000

As we can see from our survey results, our employees continue to deliver highly regarded and rated services to the Knox community. Our employees have rated over 8 out of 10 in the key areas of courtesy, helpfulness, knowledge, reference, and information services.

EASTERN REGION	2014/15
Staff courtesy & helpfulness	8.55
Staff knowledge	8.54
Reference & Information services	8.18

ABOUT EASTERN REGIONAL LIBRARIES CORPORATION

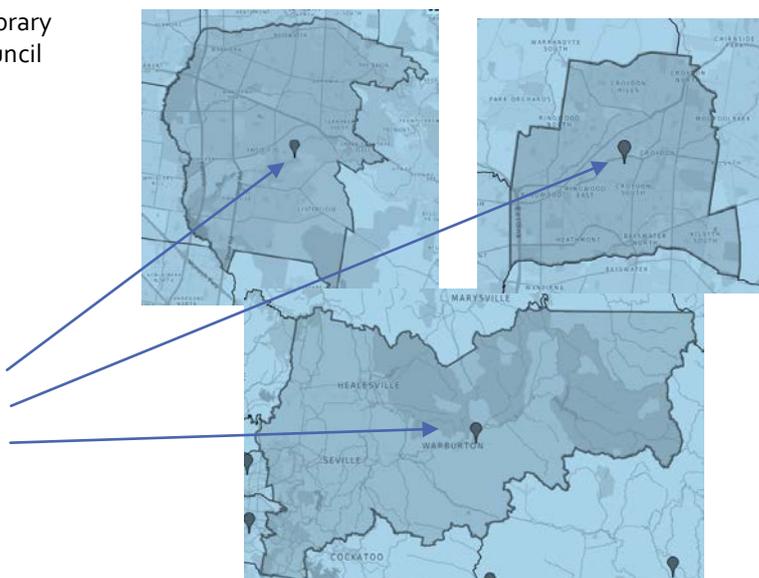
MEMBER COUNCILS

Eastern Regional Libraries Corporation provides library services to Knox City Council, Maroondah City Council and Yarra Ranges Council.

Together the three municipalities cover a large geographic area in the outer metropolitan area of Melbourne.

There is a diverse range of communities with a combined population of 411,788, as follows:

	Population	Area
Knox	155,508	113.8 klms ²
Maroondah	108,104	61.4 klms ²
Yarra Ranges	149,031	2500 klms ²



GOVERNANCE

Eastern Regional Libraries Corporation was established in 1996 by the Member Councils in accordance with the Local Government Act 1989, section 196.

The Board governs the Corporation in accordance with the relevant provisions of the Local Government Act 1989, the Regional library Agreement (as amended in 2009) and other adopted policies and procedures.

The Board is made up of two nominated Councillors from each of the Member Councils.

The day to day management of the Corporation is the responsibility of the Chief Executive, supported by his Corporate Management Team.

KNOX CITY COUNCIL BOARD MEMBERS

The Board met four times during 2014/15 and with the assistance of its Corporate Management Team met all of its statutory deadlines.



Cr Adam Gill
Knox City Council



Cr Tony Holland
Knox City Council

Number of meetings and attendances were as follows:

Board Member**	Council	Maximum possible number of meetings to attend	Number of meetings attended
Cr Gill	Knox	4	3
Cr Holland*	Knox	2	2
Cr Lockwood	Knox	2	2

* Cr Holland replaced Cr Lockwood in November 2014.

** Cr John Mortimore is Council's Deputy Member

BOARD ACHIEVEMENTS

As part of its role the Board achieved the following:

Regional Library Agreement & Statutory Requirements	● All Met
Policies & Strategies adopted	<ul style="list-style-type: none"> ● Members Access & Use Policy ~ Minors ● Code of Conduct ~ Library Users ● Financial Donations & Bequests ● Review of Loans & Renewal Periods
Tenders	● Library Management System
Board Initiatives	<ul style="list-style-type: none"> ● Response to the Victorian Library concept ● SWIFT Transition & Migration to ERLC standalone library management system ● Branch furniture replacement strategy ● Confirmation of long term financial commitment from Member Councils

FINANCE REPORT – KNOX OPERATIONS

Knox City Council continues to provide the most funding for this highly valued community service. Our community survey rates the importance of the provision of public library services as of 8.84 out of 10.

ERLC with the tremendous support of its Member Councils strives to maintain and improve services and contain costs in an environment where Knox City Council is directly contributing \$3,767,090 (75.7%) and the State Government only \$925,895 (18.6%) of our total budget. The other 5.7% is made up from fees and charges and returns on ERLC investments.

ERLC will continue through its Member Councils, Board Members and Chief Executive to ensure that the importance of public libraries to our communities and a more sustainable funding model, are high on the agenda of the State Government as it undergoes a further review of the role, services and funding for public libraries in 2015 and 2016.

	2013 2014		2014 2015		2015 2016 Estimates	
Stakeholders Contribution	\$	%	\$	%	\$	%
Knox Direct Contribution	\$3,657,527	75.1%	\$3,767,090	75.7%	\$3,887,329	76.8%
State Government *	\$925,895	19.0%	\$925,895	18.6%	\$947,092	18.7%
ERLC (Charges, Fees, etc.)**	\$286,025	5.9%	\$284,934	5.7%	\$228,566	4.5%
Total	\$4,869,447		\$4,977,919		\$5,062,987	

* DPCD

** ERLC

COLLECTION STATISTICS

ERLC strives to provide members with up to date materials, hard copy and online. In 2014/15 ERLC purchased over 75,000 new items.

Expenditure was as follows:

2014 2015	Items	ERLC Total	Knox
Books	47,995	\$1,020,538	\$371,374
Audio-visual materials	18,937	\$745,583	\$271,318
eBooks	8,808	\$196,213	\$71,402
Online Databases		\$133,759	\$48,675
Magazines		\$76,808	\$27,950

2014/15 STATISTICAL OVERVIEW

	Members		Loans		Visits		Information Requests		Internet Usage (Sessions)		WiFi Sessions	
	2014/15	2013/14	2014/15	2013/14	2014/15	2013/14	2014/15	2013/14	2014/15	2013/14	2014/15	2013/14
Bayswater	2,835	2,047	91,617	98,546	84,639	80,841	7,971	6,853	12,275	11,006	8,583	4,236
Boronia	7,397	7,370	216,622	230,483	100,914	105,420	12,811	11,821	15,748	16,099	6,495	3,870
Ferntree Gully	6,022	5,923	187,890	208,110	124,840	131,785	11,561	11,265	10,455	10,435	5,344	2,904
Knox	21,279	21,597	475,221	503,578	302,055	329,430	45,504	31,518	40,651	44,027	23,330	14,536
Knox Outreach	812	832	18,965	16,813	6,207	5,208	2,261	2,304				
Rowville	12,900	12,745	294,564	303,696	192,405	197,602	12,259	12,702	23,859	24,555	16,558	8,425
Knox Total	51,245	50,514	1,284,879	1,361,226	811,060	850,286	92,367	76,463	102,988	106,122	60,309	33,971
Administration	276	187	5,019	2,921			646	1,421				
eLibrary	5,160	3,624	77,893	55,798								
Total	56,681	54,324	1,367,791	1,419,945	811,060	850,286	93,013	77,884	102,988	106,122	60,309	33,971

Variance to P/Y	2,357 4.34%	-52,154 -3.67%	-39,226 -4.61%	15,129 19.42%	-3,134 -2.95%	26,338 77.53%
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MEMBERSHIPS

Memberships are up by 4.34% or 2,357 new members.

LOANS AND VISITS

Both Loans and Visits are down overall at 52,154 (3.68%) and 39,226 (3.9 %) respectively. However, there a whole series of factors that impacted on these areas.

1. Boronia was closed for two weeks – loss of 8,800 loans and 4,054 visits.
2. To facilitate the move to our new library management system we extended the loan period for up to 8 weeks – normally 4 weeks. This meant that people had to visit their local library less and did not borrow as often – this represents an approximate loss of 52,000 loans and 32,700 visits.

Largest growth area has been in eLoans which are now 77,893 per annum from 55,798 in 2013/14.

OTHER MEASURES

Information request have increased by 19.42% which is a reflection of the numbers now using our digital services. This is amplified in the number of Public Access PCs session decreasing, while WiFi Sessions have increased by over 77%.

REACHING OUT TO EVERYBODY

NEW EVENTS BROCHURE

Information on our events is keenly sought after, and in order to give people the opportunity to locate events of interest in all our branches we introduced a three month seasonal brochure available in both print and online. The new format has enabled our audiences to plan their activities in advance, and has assisted ERLC to distribute event information to other partners in an accessible form.



Raelene @ Rowville promoting 'What's On'



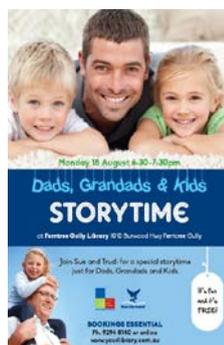
EDUCATING AND ENTERTAINING

Over a year our Youth Services employees take part in all sorts of visits and storytimes throughout the three municipal areas.

In addition to the extensive pre-school and afterschool programs which run during term times, our Outreach employees visit schools, kindergartens, playgroups, MCH Centres and a variety of other venues across the region.

Many of these activities are achieved with the assistance of community organisations and business partners. A big thank you to all these great supporters. For example, our Ferntree Gully CFA storytimes have attracted large audiences eager to spend time with the fire engines and ... the hoses.

Having fun at Ferntree Gully CFA



Tiny Tots @ Knox



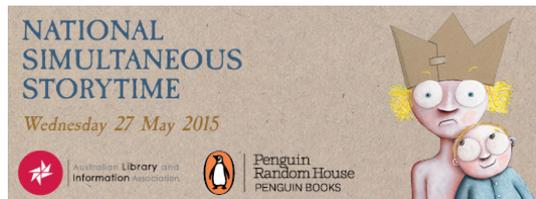
Storytellers Jenny and Jingjing are presenting the storytime in Chinese Mandarin once a month at Knox Library. The popularity is growing and ERLC will continue to partner with Connections to provide this storytime.

In 2014/2015 children's events (1,108) attracted **30,871** children accompanied by 20,648 adults.

NATIONAL SIMULTANEOUS STORYTIME

*'Spalding Quibble ruled the roost.
He shared it with no other
But then his parents introduced
a brand new baby brother...'*

So goes the story of the *Brothers Quibble* by Aaron Blabey, this year's NSS book which was read in libraries all over Australia at 11.00 AM on Wednesday 27 May 2015. ERL was no exception and several of our libraries joined in to the delight of pre-school audiences.



SUMMER READING QUEST – A NEW READING PROGRAM

Summer Quest is the new summer reading program, designed and conducted by our own employees.

Formerly, the Summer Reading Club focused on individual children joining the program and reading a required number of books.

Summer Quest was developed to encourage families to read together, spend time at the library together and to learn more about the services on offer at the library. Families had to read a certain number of books, engage with the ERL website and visit the library to be eligible for prizes along the way and a larger prize draw at the end of the program.

The program has a passport that children enjoyed having stamped once a challenge had been completed. Several prizes were donated by local businesses and the larger prize vouchers focused on enabling families to share the prize together (e.g. Puffing Billy Voucher). ERL is very grateful for the support of many organisations for the program.

Feedback from families has been very pleasing and we will certainly run the program again next year.



"As a family we completed the Summer Reading Quest. I learnt more than the children! I had no idea about things I could access online. E-books and reference material for children was excellent. I also found info about story time sessions and activities too. Holiday activities across the branches were excellent."

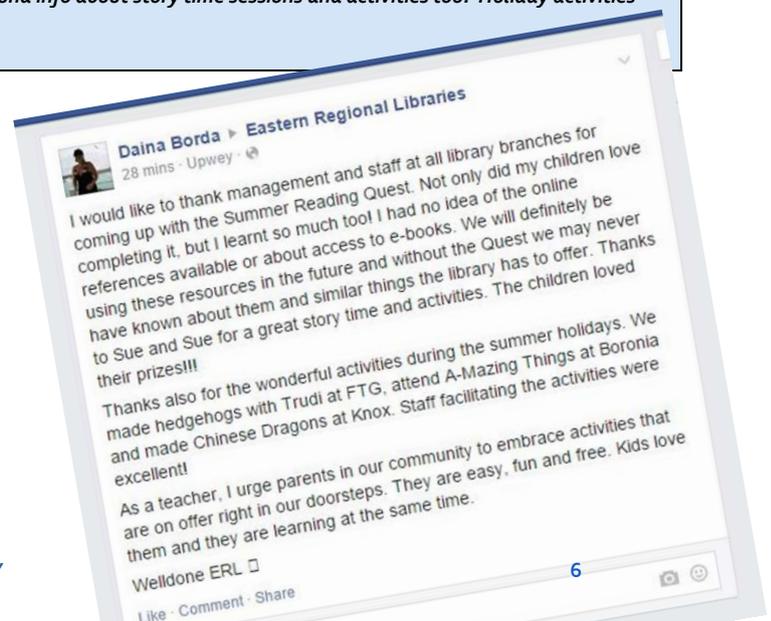


Some Summer Quest statistics

Region-wide we joined up 371 families, with a total of 1,358 people (615 adults and 743 children).

347 people attended our Summer Quest storytimes, and 479 people (298 children and 181 adults) attended our "all day" school holiday programs at 9 of our branches.

'Providing our communities with access to knowledge, experience and ideas'



SCHOOL HOLIDAY & OTHER ACTIVITIES

Our Youth Services employees spend time planning and working to provide quality experiences for children to enjoy during the school holidays. We are fortunate to be able to provide these activities to families at no cost and the numbers justify our efforts.

We also endeavour to provide a number of low cost 'special events' and it is worth celebrating some of these if only to get an idea of the variety we offer. We have enjoyed *Wizard Silvernose* at Knox. Ron the Clown delighted children at Bayswater and Rowville with his brand of fun and Wonder Bunny, his amazingly relaxed rabbit. Luth delighted audiences at Boronia with her amazing circus tricks - plate spinning will never be the same again!

Ferntree Gully Library is fortunate to have the benefit of close relationships with its local community houses and the Arts Centre employees. This enables joint programming using the full range of both partners' facilities, sharing publicity and programming. This has led to full sessions and great experiences for the children.

HOMWORK GROUPS

A new Homework Group for secondary aged students has been established at Boronia Library. The group runs with a team of volunteers (several are former teachers) and is supported by Knox Council Youth Services Team.

Each Tuesday afternoon students can take advantage of the knowledge and experience of the tutors to help them with homework. Library resources will also be on hand to assist with the student's homework needs.

There is also a Homework Group at Knox Library.

TEEN TRIVIA NIGHT AT BORONIA LIBRARY



Teens enjoyed pizza and trivia at our special night to celebrate the release of the movie *Insurgent* (based on the popular young adult book). A good event to encourage young people to engage with the library! Tickets to see the movie were well received by everyone.

A display of books was also well received.

TARGETED TECHNOLOGY INITIATIVE

ERLC decided to trial some Targeted Technology Initiatives during 2014 presented by our young 'tech-savvy' employees. Initially, targeting several groups and locations: Scouts/Venturers; Small businesses/Tradies; Busy shopping areas; Farmers Markets; Pop-Ups

Perhaps our greatest success so far has been our pop-up library program.

With two trestle tables, a range of promotional material and a broad cross-section of the library's collection, we have set up a temporary library space in different settings across the region. We targeted areas some distance from one of our local branches, but where a large number of people would congregate and who, we judged, would be interested in library services.

So far that has included two Bunnings outlets – Bayswater and Croydon –and our local Spotlight. The response has been very positive.

TECH FOR TRADIES & POP-UP LIBRARIES



DIGITAL LEARNING

For over two years ERLC has provided digital literacy training and support through dedicated one-to-one training sessions. These occur at all branches and provide members with the opportunity to spend time with a knowledgeable and experienced employee who can assist with their technological needs. Sessions primarily offer members the ability to set up and experience the library's vast range of online resources using their own mobile device.

More than **1,000** E-Learning One-to-one sessions have taken place in the last year in Knox libraries, covering topics from eBooks and magazines, to family history and device set up. This service is a key component of the library's digital literacy strategy and has proven both successful and popular.



Micha introduces Mums & Bubs to technology!

May saw the launch of a program to assist automotive industry workers in developing further skills, as well as a promising new service to simplify the way the public access our resources.

In addition, our new Technology Events Guide details the many workshops and support groups available to patrons to help build their 21st century skills. It's now available at branches to raise awareness of our valuable offerings.

eLEARNING & TECH

eLEARNING & TECH

eLEARNING & TECH

Learn how to the most of our free online resources or receive expert help in getting started with your new mobile device.

eLEARNING ONE-TO-ONE
free

We can help you:

- To set up your iPad / Android tablet to download eBooks from the eLibrary.
- To set up your iPad/ Android tablet to download eMagazines from Zinio.
- To learn how to use the online catalogue and reserve a book.
- To explore the Online Resources on the library's website.
- To set up a Facebook account.

Book a 45 minute session at a library branch of your choice to help you use library services on your eDevice while connected to the library's Wifi.

Book online yourlibrary.com.au, in person at any branch or telephone 1300 737 277.

LILYDALE SENIORS COMPUTER CLUB
free

A session for seniors run by volunteers from the Lilydale Seniors Computer Club. **No bookings required.**

Every Monday at 10:30am & 1:30pm
Lilydale Library - PH 9294 3120

YARRA JUNCTION COMPUTER SHARE CLUB
free

Join Andrea to learn and share computer knowledge, swap ideas and pick up handy hints. **No bookings required.**

Every Thursday at 2:30pm
Yarra Junction Library - PH 9800 6462

TECH HELP AT ROWVILLE LIBRARY
free

Receive help in the use of computers, laptops, netbooks, mobile phones, iPads and android tablets. We can also get you started with word processing, email, internet and more. **No bookings required.**

Tues, Wed & Thur 10:00am - 12:00pm
Rowville Library - PH 9800 6443

iPAD Q & A with The Basin Community House
free



Tutors from The Basin Community House will share tips and techniques to get the most out of your iPad or tablet.

 The Basin Community House

Friday 13 March & 22 May 1:00-3:00pm
Boronia Library - PH 9762 4099

GET CONNECTED! Online Movies & Magazines
free

Discover how to read online magazines and stream documentaries free from the library website! This session will cover the online services of Beamfilm and Zinio. Please note, this is an information session only and is not hands on.

Friday 17 April 2:00pm
Belgrave Library - PH 9754 7266

LEARN APPLE iCloud
free

Jump into the world of iCloud and learn about how this modern service helps unify your experience across Apple devices. Learn about its many features and the best ways to maintain your privacy while using the cloud. This session will run for around 45 minutes. Bring your devices along with any questions. The event host, Micha, will be on hand to assist.

Wednesday 22 April 2:00pm
Lilydale Library - PH 9800 6458

LEARN eBay BUYING
free

Join the Mooroolbark Library team for a fun session focusing on buying at the world's largest marketplace - eBay. Learn to shop for bargains, pay safely and find trusted sellers. Everything you need to know to get started!

Thursday 14 May 2:00pm
Mooroolbark Library - PH 9726 8200

LEARN eBay SELLING
free

Join the Belgrave Library team for a fun session focusing on selling at the world's largest marketplace - eBay. Learn to create your listing, accept payments and post items. Everything you need to know to get started!

Thursday 21 May 6.30-8:00pm
Rowville Library - PH 9800 6443

Family and Local History are both popular in our communities. The approaching ANZAC Centenary has meant many new programs and projects are being developed. Family and Local History in 2015 saw us involved in many more community programs and partnerships.

- July saw the launch of the ERLC Centenary of WW1 Database Project.
- 10 Genie Exchange Groups were facilitated at Knox and Croydon Library. These groups are a great support base for people tracing their family history.
- Radio appearances monthly on Eastern FM.
- Talks were given in branches on family history tools such as Ancestry, FindMyPast, British Newspapers, TROVE and Beginning Family History and at various groups such as Probus and Rotary, promoting ERLC Family and Local History resources.
- An exciting program of events was produced in August for Family History Month and in October for History Week.
- Open Days such as Knox Historical Society were attended.

REMEMBERING WORLD WAR I

5000 POPPIES PROJECT

From its association of poppies flowering in the spring of 1915 on the battlefields of Belgium, France and Gallipoli, the poppy has become the symbol of both great loss in war and hope for those left behind.

As part of the 2015 Anzac commemoration the 5000 Poppy Project planted a field of more than 250,000 poppies in Federation Square, Melbourne, in a stunning tribute to Australia's servicemen and women in more than a century of wars.

We worked with several groups, including the Country Women's Association (CWA), on the 5000 Poppies Project to create a large number of handmade poppies.



Unsung Heroes of Australian History- Lest We Forget was a departure from our usual events but it was a perfect event for an Anzac Day eve.

Ferntree Gully Library and the Ferntree Gully Community Arts Centre joined together to present an evening of story and song sharing the stories of soldiers caught up in the conflict far from home.



HOME LIBRARY SERVICE

A new Home Library Service brochure has raised awareness of the service to seniors and there has been a significant rise in the number of people requiring this essential service.

The Home Library Service has experienced a steady increase in clients over the last 6 months, mostly in the Ferntree Gully and Knox areas, many of these are current members who have been experiencing mobility difficulties and are making inquiries.

We have added two Ulverscroft song book kits to our aged care reminiscence programme. These have already been welcomed with excitement.

And we must never forget that we could not deliver this highly valued service without the support of our wonderful volunteers – Thank you!

KNOX OUTREACH VEHICLE

The Knox Outreach vehicle was kept busy bringing library services to those who may otherwise miss out.

The vehicle currently visits 20 sites, including 4 social housing developments, 2 industrial areas, 1 caravan park, Knox Toy Library, 2 shopping complexes, and 9 residential aged care centres and retirement villages.

The vehicle is also great for promotional events.

Together with the Knox Outreach vehicle, employees visited The Basin Primary, Bayswater West Primary, and Upper Ferntree Gully Primary. We joined up all the Grade 3/4s at those schools who were able to visit the vehicle and borrow with their own library cards.

One popular event attended was Cinema Under the Stars at Bayswater, offering storytimes to families attending.



Anna Dullens with Cr Adam Gill visiting the Knox Outreach Service

SMALLER EVENTS.....

So many and varied are the events of 2014 – 2015 that it is impossible to do them all justice. Our 523 adult events in Knox attracted **8,425** attendees.



Boronia Grows!



Chinese Friendship Group Rowville

Craft attracts bookings from those wanting to learn something new or increase their expertise and swap ideas. Several libraries host regular groups working for charity by knitting and crocheting.

Papercraft at Ferntree Gully continues to book out each month, providing both a social outlet and a vital role in preparing the library for the Knox Festival. Felt has been particularly popular this year and Boronia has hosted additional workshops to cater for the demand.

Rowville Library experienced the lure of chocolate when Chris Key of Funkey Chocolates presented an event called *Chocolate, Chocolate, Chocolate!* to a capacity audience.

Gardening is a perennially popular topic, ERL boasts three garden clubs all of which enjoy loyal and enthusiastic support.

This year some of our employees have demonstrated their skills with such things as string gardens, terrariums and wicking beds. Speakers have shared their expertise on everything from fungi to fertilizers.

LITERACY FOR LIFE CONFERENCE

ERLC hosted the Literacy for Life Conference at Quest in Wantirna in early September. The aim of the conference was to create a greater awareness of the importance of a literate community.

Over 100 participants heard a wide range of speakers discuss the implications of poor literacy and some approaches to changing the situation. Cr Samantha Dunn welcomed everyone and Derek Guille was the facilitator for the day.

Nick Wakeling, MP, State Member for Ferntree Gully, Minister for Higher Education and Skills officially launched ERLC's Literacy Strategy.

Robin Black from 26Ten in Tasmania spoke about the challenges of assisting communities to increase literacy levels. In Tasmania 1 in 2 people lack literacy skills for daily living.

Michael Taylor from the Australian Industry Group provided some insight into the effects of poor literacy on our workforce and productivity.

Dean Groom looked at the use of computer games in education and for relaxation.....these games can be used as an adjunct to improving literacy rather than being seen in a more negative aspect.

Guy Masters from Yarra Ranges Council presented a picture of the Early Literacy program conducted by Council and its partners in the community.

Ronni Kahn from OzHarvest spoke passionately about the food rescue work the organisation carries out and its impact in the community. They also run two programs that help people with 'food literacy' and also provide vulnerable young people with an opportunity to learn more about the hospitality industry.

Brendan Fitzgerald spoke about the GoDigi Project which helps seniors with digital literacy.

The day finished with a panel discussion about what is happening in our local area. Liz Grigg from Coonara Community House, Judith MacPherson from the Outer Eastern Literacy Program and ERLC employees Sue Wootton, Rowanne Grinsted and Rebecca Hammet all spoke about local projects.

Attendees were very enthusiastic about the conference and we received a great deal of positive feedback. People were keen to follow up and consider future programs.



TUESDAY 9 SEPTEMBER 2014

LITERACY *for* LIFE

Quest Wantirna
137 Mountain Hwy
Wantirna

Eastern Regional Libraries Corporation is launching its Literacy Strategy and hosting the *Literacy for Life* forum to support increased literacy in the community.

The forum will be launched by **Nick Wakeling MP** and facilitated by well known radio broadcaster and author **Derek Guille**.

Presenters Include:

- Robyn Black • Brendan Fitzgerald
- Guy Masters • Ronni Kahn • Dean Groom
- Michael Taylor • Local panel
- Special guest - author Ramona Koval

Visit our website www.yourlibrary.com.au or pick up a brochure for more information.

REGISTRATION FEE
\$55/\$60 conc. or comm. group
(inc. morning tea, lunch & afternoon tea)

BOOKINGS PH 9800 6410

An illustration of a young boy with glasses, wearing a blue vest over a light blue shirt and dark pants, standing next to a tall stack of colorful books. He is holding a red book and appears to be reading. The books in the stack are in various colors like yellow, green, blue, and red.

KNOX FESTIVAL

Knox Festival is always a feature on our calendar and this year it was an event featuring handmade arts and crafts, not the least of which were the superb paper roses which decorated the library and which visitors could learn to make and take away.

Three local schools took part in the library's artwork project that we have every year for the Festival. St. John's, Upper FTG and Bayswater West Primaries all were keen for their grade 3 and 4 students to participate. The artwork was displayed on the library windows and it looked fantastic!



Entertainment in the library!

Cr. Karin Orpen visited the Library on the Saturday during the Festival and judged the artwork, declaring Upper FTG Primary to be the most "colourful and creative". Cr Orpen also chose three individual students, one from each school, for outstanding individual efforts.

BAYSWATER & STRINGYBARK FESTIVALS

Bayswater and Rowville libraries participated in these festivals too.



BRANCH BIRTHDAY - ROWVILLE

When **Rowville** turned 25 in September 2014, lucky primary school children were treated to cake and Ron the Clown.



Rose (Branch Manager Rowville) cuts the cake with two very special guests: Cr Peter Lockwood and Cr Nicole Seymour



Ron and his rapt audience.

PARTNERSHIPS HELP US REACH OUT!

Thank you to all our fantastic partners in 2014/2015.

We would particularly like to acknowledge the tremendous support we receive from our Knox Council partners, particularly those in Arts, Recreation, Culture, Community Services, Youth and Economic Development.

Avocare	Japara Neighbourhood House, Kilsyth
Balmoral Gardens Retirement Village	Julian Wood Booksellers
Belgrave Traders	Knox Community Arts Centre
Boronia and The Basin Community News	Knox Eco Devt and Local Neighbourhood Houses
Boronia Cinema	Knox Schools Expo
Burrinja Cultural Centre	Lantern Parade, Belgrave
Centrelink	Life Activities Club
CFA-Ferntree Gully	Maroondah Art Gallery
Chinese Community, Rowville	Metro Cinema Boronia
Church of Christ, Montrose	Migrant Information Centre
Cinema Under the Stars, Bayswater	Montrose and Mooroolbark Community Centres
Collins Books Croydon	Montrose Traders Group
Connections, Chinese Storytime	Nintendo
Coonara Community House	QIC Eastland-Storytime
COTA	Radio Eastern FM 98.1
Donwood Aged Care	Rowville Lysterfield News
Eastern Community Legal Service	South Eastern Workforce Development Centre
Eastern Health	The Basin Community House – Digital Learning
Eastern Melbourne Medicare Local	U3A
Evergreens-Ringwood Nth	Upper Yarra Family Centre
Ferntree Gully Community Arts Centre	Wantirna Studfield News
Glengollen	Yarra Ranges Children’s Week
Healesville/Yarra Glen Rotary	Yarra Ranges Early Literacy Program
HICCI	Yarra Ranges Heritage Network
Inspiro	Yarra Ranges Regional Museum
	Yarra Ranges Sharing Stories Project

If we have missed out on any of our partners please accept our thanks for your generosity.



ANDSOCIAL MEDIA HELPS US REACH OUT TOO !

Broadcasting & Supporting the Community

Social Media

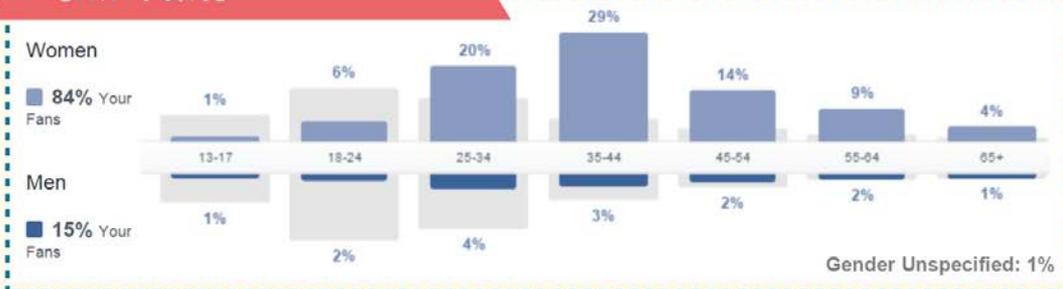
Active Networks

 fb.com/EasternRegional
 @EasternRegional
 youtube.com/EasternRegional

Network Growth


30.1%
 Increase in Fans
1,045 TOTAL FACEBOOK LIKES

Our Fans



Content Breakdown



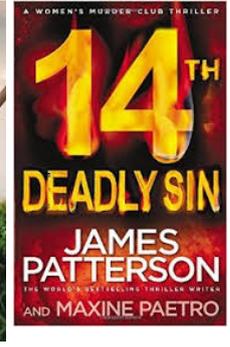
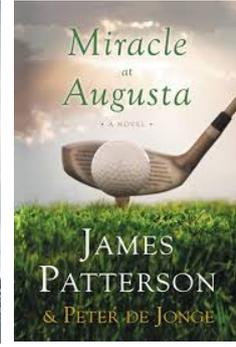
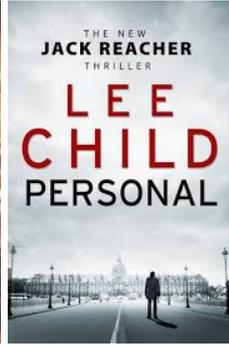
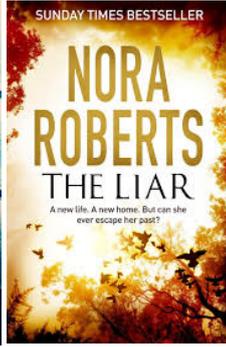
By the Numbers

-  **2** Posts Every Day
-  **270** People See Each Post
-  **99%** in **AUSTRALIA** and **ENGLISH** Speaking

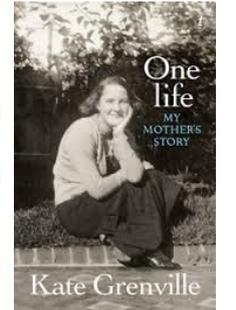
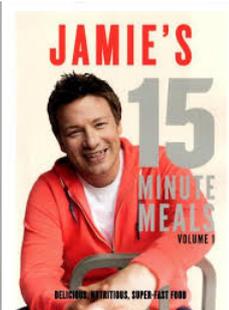
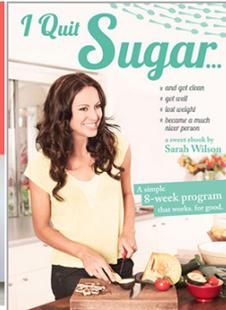
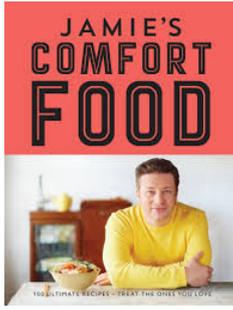


YOUR TOP 5 MOST BORROWED FOR 2014/15

Fiction



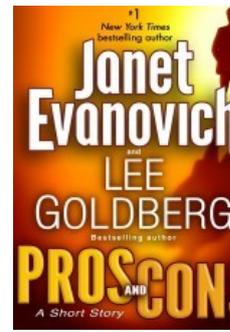
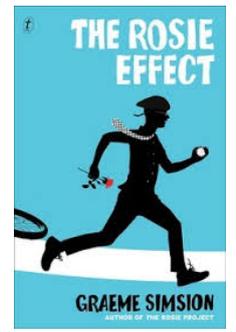
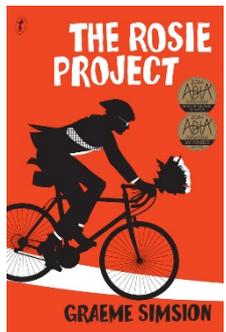
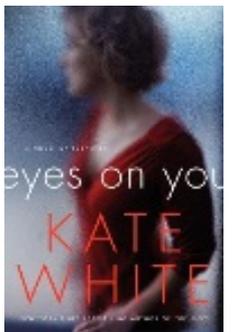
Non Fiction



DVDs



eBooks



eMagazines

