
2003 Biennial Victorian Public Libraries Planning
Retreat Report

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Introduction

The 2003 Biennial Victorian Public Libraries Planning Retreat was held at the Glen Erin Vineyard Retreat and Conference Centre between 1 and 4 April and was attended by 84 delegates. The retreat was auspiced by the Library Board of Victoria (LBV), which provided the majority of the funding through its Statewide Public Library Development Projects; the new Department for Victorian Communities (DVC); Viclink, the peak body for public libraries in Victoria; and, the Country Public Libraries Group (CPLG).

The 2003 biennial retreat built on the foundation of the three previous biennial retreats to further enhance and progress the role of public libraries in the Victorian community. The key outcomes aimed for were:

- discussion, clarification, and consolidation of the relationship between public libraries and the State Government through:
 - development of an agreed and shared understanding of the role and focus of statewide projects for Victorian public libraries
 - maximising opportunities presented through the Government's public library policy and funding programs being located in the new Department for Victorian Communities (DVC).
- a review of the findings of the 2001 retreat (*Library Odyssey 2001-2010*) in the context of developments since that time
- that new state, national, and international initiatives such as '@your library' and 'Public Libraries Australia' are given serious consideration for adoption by Victorian public libraries.

The retreat provided delegates with an excellent networking opportunity. Younger delegates, in particular, appreciated the exposure to discussion of the big picture in relation to public libraries and the opportunity to learn from senior colleagues. Decisions on key strategic initiatives were made. Proposals for new initiatives to advance the public library network over the next two years were developed. And, most significantly, issues concerning the LBV/SLV/Public Libraries relationship were surfaced and a way forward was agreed.

For specific actions arising from the retreat please see 'Key outcomes/actions' in this document. A Proceedings document is also being produced.

Venue

The venue for retreat was the Glen Erin Vineyard Retreat and Conference Centre, located near the town of Lancefield in the Macedon Ranges, one hour north of Melbourne.

The venue was selected from 13 possible venues and chosen for its proximity to Melbourne, its central position in Victoria, its superior conference facilities, its ability to cater for a residential conference of 80 delegates and its ambience and setting in a rural area. Delegates were accommodated in a mixture of single/twin facilities with approximately half the delegates being housed onsite and half offsite in nearby facilities at Cope Williams Winery and Hanging Rock Winery.

Conference co-ordination and facilitation

The conference was co-ordinated by the State Library of Victoria's Library Network Unit (SLV/LNU). Preliminary meetings were held with the Viclink Executive and input was sought from the Viclink group at its December 2002 meeting.

The conference programming group consisted of Craig Anderson (Viclink Executive); conference facilitator Greg Cook; Graham Dudley (DVC); Lynne Makin (Viclink President); and, Debra Rosenfeldt (SLV).

The conference was facilitated by Greg Cook, Director, Centre for Leadership and Management. Greg has acquired extensive knowledge of the Victorian public library network and its operating environment over the last five years through his involvement in the Statewide Public Library Training Project. He has conducted several residential training programs for middle and senior managers. He also facilitated the 2001 planning retreat. Viclink considered that his knowledge of the issues and the people in the sector, combined with his expertise in facilitation, made him the ideal choice to 'lead' the 2003 retreat.

Background

The 2003 retreat is the fourth biennial Victorian public libraries planning retreat. Previous retreats were held as follows:

Year	Venue	Attendance	Facilitation	Theme/Concept
1997	Cape Schanck Resort	65	John Shannon and Becky Schreiber from the Southern Star Leadership program	The concept of Statewide Public Library Projects and Training as it is organised and managed today was developed at the first biennial retreat. The retreat was facilitated by and funded via a grant from the US-based Southern Star Leadership program.
1999	Marylands Country House, Marysville	44	Leonie Blair, AIMA	The theme was to identify key areas of future public library endeavours, review current and plan future Statewide Public Library Projects for 2001/2003.
2001	The Country Place, Kalorama	77	Greg Cook, Centre for Leadership and Management	The theme was to conduct an analysis of the emerging social, political, economic and local community needs in Victoria and their impact on the likely role and services of public libraries 2001-2010.

Each retreat has a major focus/theme and is run as a residential conference over 2-3 days. All Victorian Public Library Service Managers, other key public library staff, State Library staff and Victorian Government staff (DVC) participate.

Conference Objectives

- Summarise and discuss the outcomes of the Library Odyssey - 2001 Conference at Kalorama and the emerging Viclink projects
- Present and review changes, trends and opportunities in
 - the demographics of Victorian communities
 - the library industry and
 - public sector
 - Local Government
- Review and clarify the key strategic issues facing public libraries
- Analyse and make recommendations on a range of key projects, including:
 - @your library
 - Collaborative Library Management System (CLMS) business case
 - Libraries Building Communities research and development project
 - Other issues as identified by the Conference

Program

The retreat focused on four main themes in its program:

- **What has changed** since the 2001 retreat and the impacts of this on the findings outlined in the 2001 conference proceedings, *Library Odyssey 2001-2010*. How will the changes influence the strategic direction of public libraries?
- **What is important for public libraries** e.g. social capital; establishment of a business arm of Viclink ; funding; provision of services (CLMS/@your library)
- **Public libraries and partnerships** (both current partnerships and identification of potential new partners) e.g. Library Board of Victoria (LBV), State Library of Victoria (SLV), Ministerial Advisory Council (MAC), Department for Victorian communities (DVC), Multimedia Victoria (MMV), Municipal Association of Victoria (MAV), Public Libraries Australia (PLA); programs such as '@ your library' and Collaborative Library Management Systems (CLMS)
- **Where to from here...**

Day 1

The retreat program was spread over three days and comprised a mixture of conference plenary and group discussion sessions. An address from the newly appointed State Librarian, Anne-Marie Schwirtlich, opened the conference, along with a speech from former librarian and Victorian government representative, Joanne Duncan, MP (Member for Macedon).

The first day of the conference provided background and updated delegates and was of variable value. Some delegates had 'heard it all before', while for younger delegates and for those new to library management, it was all fresh and an essential prerequisite to the discussions on days 2 and 3. The findings from the 2001 retreat were reviewed and there were

presentations and discussion on changes in the library industry and social and political environment. A highlight was a presentation by Christine Kilmartin, from the Department of Infrastructure, on changes in demographics, notably the shift to coastal living and the increasing influence of the 'GEDDIs' (Grey, Empowered, Demanding, Difficult Individuals). Delegates were also treated to a unique form of improvisational theatre, performed by the Playback Theatre Company. Playback Theatre worked with delegates to re-tell stories of the last two years from individual library services in a visual form.

Delegates were disappointed that key representatives of the Victorian government, including the new Minister for Local Government, the Hon. Candy Broad MP, and the Secretary for the new Department for Victorian Communities, Yehudi Blacher, were unable to participate in the retreat, especially on this day. Prue Digby, Executive Director, Local Government and Regional Services did, however, speak on State government priorities on Day 2. It was also disappointing that the CEO of the Municipal Association of Victoria (MAV), Rob Spence, withdrew at very late notice due to work pressures. Delegates were grateful that Clare Hargreaves, Senior Policy Adviser, MAV, was able to attend on Day 1 and present in his place.

Day 2

The 2nd day of the conference was perhaps the most stimulating and productive, with a strong emphasis on active delegate participation. In contrast to Day 1, much of the day was spent in small group workshops looking at key strategic initiatives, two of which were a direct outcome of the 2001 retreat – the *SWIFT* Initiative, and Libraries Building Communities. Delegates also made decisions regarding significant change to the Statewide Marketing Project (SMP) which has been in place since 1997/98. Delegates began discussions about possible actions to address the following strategic priorities:

- Building the Capacity
- Shaping Political Perceptions
- Leading the Demand
- Training and Recruitment.

For more information on recommendations for these projects please see the 'Key outcomes/actions arising from workgroups' section of this document.

Day 3

The last day of the conference continued with review and discussion in the workshop sessions. The final plenary sessions consolidated ideas evolving from the workshop sessions and summarised key outcomes and actions. Possible DVC projects and the LBV Statewide Public Library Development Projects were also discussed to move forward in 2003/04. The retreat ended on a controversial note with heated debate about the role of the LBV and SLV in relation to public libraries, with specific reference to the Statewide Public Library Development Projects. It was acknowledged that the issues that surfaced had been festering for some years. Although it was ultimately not possible to determine priorities for these Projects in 2003/04, a resolution was passed for a Viclink delegation to seek a meeting with representatives of the LBV and the State Library's new CEO to clarify roles and mechanisms for maintaining and developing the LBV/SLV/Public Libraries relationship. The discussion about Statewide Public Library Development Projects for 2003/04 was deferred until 12 May.

For the full Retreat program please see the Appendices at the end of this document.

Leisure time

The conference also included a chance for delegates to enjoy their time away from work in the peaceful vineyard surrounds. Many of the delegates took the opportunity to indulge in a half hour massage session, which was included as part of their conference package.

Other highlights of the conference included the Greek theme night inspired by Homer's 'Odyssey' and emphasising the link to the 2001 Library Odyssey retreat. The Greek dinner included a five course banquet matched with local wines and a guest speaker from the local Hanging Rock Winery. Many of the delegates joined in the spirit of the night by dressing in Greek inspired costume.

Attendance

84 delegates, plus a range of presenters attended the retreat including:

- The key decision makers in Victorian public libraries, 42 Library service managers attended from across Victoria, representing almost every public library service in the state.
- Delegates from the State Library of Victoria (SLV) included the new CEO, Anne-Marie Schwirtlich, representatives from Vicnet and the Library Network Unit. Library Board of Victoria member, Patricia O'Donnell also attended.
- Representatives from the Department for Victorian Communities (DVC) including, Prue Digby, Executive Director, Local Government & Regional Services, Colin Morrison, Manager, Funding Programs, Graham Dudley, Coordinator Public Library Services and, Helen Balcam, Project Manager, Living Libraries Program.
- Christine Kilmartin, Manager, Mobility & Access Research, Department of Infrastructure
- Representing the Hon Candy Broad, the Minister for Local Government - Joanne Duncan, MP (Member for Macedon).
- Clare Hargreaves, Senior Policy Adviser, Municipal Association of Victoria
- Industry consultants, Fiona Lange from Lange Hill Marketing; Dr Catherine Palmer, Research Consultant, and Graham Bean from New Focus; and, David Cochrane, Director, Corporate Finance, from PricewaterhouseCoopers.

For a full list of attendees please see the Appendices of this document.

Budget

The 2003 retreat budget cost \$77, 538 based on 58 full paying delegates and 12 part paying delegates x a three day all inclusive conference package plus speaker and related costs. Income for the conference was derived from sponsors including LBV, DVC, Viclink, CPLG plus a nominal delegate registration charge.

The expenditure for the conference closely matched the income derived. Please see the appendices for a more detailed breakdown of the conference budget.

Key outcomes / actions

At the Retreat plenary sessions a number of follow-on actions were agreed by the Viclink group, these are detailed below. At the workshops many other ideas for action were discussed and may be re-visited by Viclink. Notes from the workshops are to be found in the Retreat Proceedings document.

Meeting with the Library Board Victoria (LBV) and the State Library Victoria (SLV) CEO

Towards the end of the Retreat there was discussion on decisions about funds for the Statewide Public Library Development Projects. Viclink members agreed:

"That an appropriate delegation from Viclink arrange a meeting with the Library Board of Victoria prior to their next meeting to clarify the use of funds and the decision making process for the Statewide Public Library Development Projects funds."

It has since been arranged that Lynne Makin, John Binnion, Barbara Horn and Patti Manolis will meet with LBV representatives and the SLV CEO on 1 May 2003 to further discuss the partnership between these bodies and Victorian public libraries.

Statewide Marketing Project

The Viclink group agreed to the following recommendations put forward by Anna Cook on behalf of the Statewide Marketing Project Advisory Committee:

The Statewide Marketing Project objective is to provide appropriate marketing leadership, expertise and tools to help foster awareness of public libraries in their local communities. Key recommendations for project priorities include:

- Branding and promotion

The *librariesvictoria* brand be phased-out, and that the *@yourlibrary* promotional 'tagline' should be adopted. The key factors informing this proposal are that, as a promotional tactic, the *librariesvictoria* brand has proved ineffective and lacks the capacity to be 'owned' at a local level.

- Website: www.librariesvictoria.net

Librariesvictoria.net should be merged with Victoria's Virtual Library (libraries.vic.gov.au), to provide a single portal to information about Victoria's public library services.

- 1300 number and white pages

The Committee recommends the phasing out of the 1300 number and the current (reduced) White Pages listing, with assistance as appropriate for country library services.

- Staffing

The Committee endorses as a high priority the Review proposal to appoint an outsourced marketing manager - a qualified and experienced marketing professional - on a fractional, on-site basis.

Key functions to be provided by this role would include: development of a marketing plan and communication strategy, *@yourlibrary* implementation, strategic marketing, stakeholder-relationship management, marketing seminars and research.

- Internal communication

The Committee recommends a strengthening of the project reporting lines back to both Viclink and CPLG by embedding Executive representation from both groups on the Statewide Projects Steering Committee.

The *SWIFT* Initiative

Following a presentation by consultants PricewaterhouseCoopers on the *SWIFT* business case analysis, the Viclink group agreed to in-principle support for a statewide collaborative library management system for Victoria's public libraries.

The Viclink group also resolved to seek \$50,000 in funding from the 2003/04 Statewide Public Library Development Projects to proceed with the next phase of the project. The Project Advisory Committee will develop a proposal.

Local Experts @yourlibrary

Arising from the 'Leading the Demand' workshop, the Viclink group agreed to develop a proposal for a project entitled Local Experts @yourlibrary and to seek funding for this project of approximately \$100,000 from the Department for Victorian Communities. John Murrell, Karen Ward-Smith and Susanne Gately nominated to develop the proposal.

Training and Recruitment

The Viclink group agreed that a delegation comprising Craig Anderson, Elisabeth Jackson, Anne Holmes and Karen Ward-Smith would approach RMIT and Monash Universities in regards to training requirements for public libraries. The group's concerns are that the courses currently on offer do not appear to be producing graduates with the skills for or interest in public library work.

Shaping Political Perceptions

The Viclink group agreed that Craig Anderson, Tricia Smyth, and the Viclink Executive would respond in writing to Prue Digby's speech on State government priorities (community strengthening and 'joined-up' government). Their response will be sent to Prue Digby, Executive Director, Local Government and Regional Services Division; Joanne Duncan MP (Member for Macedon) and the Hon Candy Broad MP, Minister for Local Government.

Appendices

Following are copies of the Retreat:

- program
- attendee list
- budget

Retreat Program

Tuesday 1 April

5.00pm	Delegates arrive and check-in at Glen Erin Vineyard Retreat and Conference Centre
5.30 – 6.30pm	Pre-dinner drinks
6.30 – 9.30pm	Dinner with guest speaker – <i>Anne-Marie Schwirtlich (CEO & State Librarian, State Library Victoria)</i>

Wednesday 2 April

7.30 – 8.45am	Breakfast
9.00 – 9.10am	Welcome and introduction to the retreat – <i>Gregory Cook (Facilitator, Centre for Leadership and Management)</i>
9.10 – 9.30am	Opening <i>Anne-Marie Schwirtlich, (CEO & State Librarian, State Library Victoria)</i> <i>Joanne Duncan, MP (Member for Macedon)</i>
9.30 – 10.30am	Victorian Public Library Services 2001 – 2003 <ul style="list-style-type: none">• Review of the 2001 Library Odyssey retreat <i>Gregory Cook (Facilitator)</i>• Viclink overview since 2001: Secretariat and current projects <i>Lynne Makin (Viclink President / CEO & Manager Libraries, Upper Murray Regional Library)</i>
10.30 – 10.50am	Morning tea
10.50 – 12.00pm	Victorian Communities in Transition – demographic trends and outcomes in Victoria <i>Christine Kilmartin (Manager, Mobility & Access Research, Department of Infrastructure)</i>
12.00 – 1.00pm	Lunch
1.00 – 1.40pm	1st Plenary – Stories and Adventures from the Journey <ul style="list-style-type: none">• <i>Jenny Ruffy (Manager, Community Information & Arts Monash Public Library)</i>• <i>Jan Penney (CEO & Regional Librarian, Goldfields Library Corp)</i>• <i>Russ Elwin (CEO & Regional Librarian, Wimmera Regional Library Corp)</i>• <i>Barbara Horn (CEO, Yarra-Melbourne Regional Library Corp)</i>

1.40 – 3.00pm	Stories from Fellow Travellers <ul style="list-style-type: none"> Playback Theatre Company will re-tell the stories of conference delegates, using a unique form of improvisational theatre
3.00 – 3.30pm	Afternoon tea
3.30 – 4.00pm	Public Libraries – a part of our local community <i>Clare Hargreaves (Senior Policy Advisor, Municipal Association of Victoria)</i>
4.00 – 5.00pm	Changes in the Industry <ul style="list-style-type: none"> Patterns of use and demand <i>Craig Anderson (CEO & Regional Library Manager, Yarra Plenty Regional Library Service)</i> Public Libraries Australia Ltd <i>Lynne Makin (CEO & Manager Libraries, Upper Murray Regional Library)</i>
5.00 – 5.45pm	Break
5.45 – 6.30pm	Pre-dinner drinks
6.30 – 10.00pm	Dinner with the local patron/winemaker

Thursday 3 April

7.30 – 8.45am	Breakfast
9.00 – 10.00am	2nd Plenary – Key Strategic Themes and Issues for Public Libraries <i>Small group workshops</i>
10.00 – 10.30am	The Changing Public Sector <i>Prue Digby (Executive Director, Local Government & Regional Services, Department for Victorian Communities)</i>
10.30 – 10.50am	Morning tea
10.50 – 12.15pm	<p>'Seamless Service' – The SWIFT Initiative: a future library system</p> <ul style="list-style-type: none"> Introduction <i>John Binnion (Project Advisory Committee Convenor)</i> The Business Case for a Collaborative Library Management System <i>David Cochrane (Director Corporate Finance, PricewaterhouseCoopers)</i> <p>'Moving out of the Square' – Marketing Your Library</p> <ul style="list-style-type: none"> Introduction and review of the Statewide Marketing Project <i>Anna Cook (Project Advisory Committee Convenor)</i> @yourlibrary – Campaign overview and strategy recommendations <i>Fiona Lange (Consultant, Lange Hill Marketing, SA)</i> <p>'Social Engagement' - Libraries Building Communities Research and Development Project</p> <ul style="list-style-type: none"> Introduction <i>Neville Humphris (Project Advisory Committee Convenor)</i> Summary and review of issues <i>Dr Catherine Palmer (Research Consultant, New Focus)</i>
12.15 – 1.15pm	Lunch
1.15 – 2.30pm	<p>'Seamless Service' – The SWIFT Initiative (repeat)</p> <p>'Moving out of the Square' – Marketing Your Library (repeat)</p> <p>'Social Engagement' – Libraries Building Communities, Research and</p>

presentations and group discussion.

Development Project (repeat)

2.30 – 2.45pm

Break and regroup

2.45 – 3.45pm

3rd Plenary – Next Steps for Key Projects

- The Swift Initiative
- Statewide Marketing

3.45 – 4.00pm

Afternoon tea

4.00 – 5.00pm

Other Priorities and Issues

Choose one of four small group workshops.

- **'Recruitment and Training'**
Anne Holmes (Manager, City of Boroondara Library Service)
- **'Shaping Political Perceptions'**
Barbara Horn (CEO, Yarra-Melbourne Regional Library Corp)
- **'Leading the Demand'**
John Murrell (CEO, West Gippsland Regional Library Corp)
- **'Business Initiatives: Building the Capacity'**
John Binnion (CEO, Eastern Regional Libraries Corp)

5.30 – 6.30pm

Pre-dinner drinks

6.30pm -

Dinner followed by 'at leisure gathering' with open bar

Friday 4 April

7.30 – 8.45am

Breakfast

9.00 – 10.00am

Other Priorities and Issues

Choose one of four small group workshops.

- **'Recruitment and Training' (repeat)**
Anne Holmes (Manager, City of Boroondara Library Service)
- **'Shaping Political Perceptions' (repeat)**
Barbara Horn (CEO, Yarra-Melbourne Regional Library Corp)
- **'Leading the Demand' (repeat)**
John Murrell (CEO, West Gippsland Regional Library Corp)
- **'Business Initiatives: Building the Capacity' (repeat)**
John Binnion (CEO, Eastern Regional Libraries Corp)

10.00am – 11.30am

4th Plenary - Priorities for Action

- Ideas emerging from small group workshops
- Statewide Projects Planning, 2003/2004

11.30 – 11.45am

Break

11.45 - 12.45pm

Final Plenary

- Summary of key outcomes and actions

12.45pm

Close of Conference

1.15pm

Lunch

2003 Victorian Public Libraries Planning Retreat Attendees

Name	Title	Organisation
Anderson, Craig	Chief Executive Officer & Regional Library Manager	Yarra Plenty Regional Library Service
Armistead, Sally	Acting Operations Manager	Corangamite Regional Library Corporation
Atley, Sheila	Deputy Regional Librarian	Goulburn Valley Regional Library Corporation
Balcam, Helen	Project Manager	Department for Victorian Communities
Bertie, Michael	Director, Information Management	State Library of Victoria
Binnion, John	Chief Executive Officer	Eastern Regional Libraries Corporation
Bonsor, Chrissi	Mornington Branch Manager	Mornington Peninsula Libraries
Bresnahan, Kathleen	Manager, Public Libraries Branch	State Library of NSW
Carter, Aileen	Customer Service Manager	Darebin Libraries
Carter, Peter	Chief Executive Officer	Casey-Cardinia Library Corporation
Cook, Anna	Library Co-ordinator	East Gippsland Shire Library
Cook, Greg	Facilitator & Director	Centre for Leadership & Management
Cochrane, David	Director, Corporate Finance	PricewaterhouseCoopers
Daff, Glenda	Information Service Co-ordinator	Frankston Library Service
Dempsey, Stephen	Manager, Library Services	Wellington Library Service
Digby, Prue	Executive Director, Local Government & Regional Services	Department for Victorian Communities
Dudley, Graham	Co-ordinator, Public Library Services	Department for Victorian Communities
Elwin, Russ	Chief Executive Officer	Wimmera Regional Library Service
Fitzgerald, Brendan	Manager Online Projects, VICNET	State Library of Victoria
Gately, Suzanne	Senior Library Co-ordinator	Hobsons Bay Libraries
Hall, Stuart	General Manager, VICNET	State Library of Victoria
Hargreaves, Clare	Senior Policy Advisor, Social Policy	Municipal Association of Victoria
Hicks, Ian	Manager, Culture & Recreation	Port Phillip Library Service
Holmes, Anne	Manager, Library Services	City of Boroondara Library Service
Holt, Richard	Co-ordinator, Libraries	Port Phillip Library Service
Horn, Barbara	Chief Executive Officer	Yarra-Melbourne Regional Library Corporation
Humphris, Neville	Unit Manager, Library Service Planning	Moreland City Libraries
Jackson, Elisabeth	Manager, Library Services	Moonee Valley Library Service
Katona, Alison	Manager, Library Services	Mornington Peninsula Libraries
Kelly, Chris	Manager Library Services	Hume Global Learning Village Library Service
Kelly, Sue	Manager, Library & Information Services	Mildura Rural City Council Library Service
Keneally, Adele	Chief Executive Officer & Regional Library Manager	Glenelg Regional Library Corporation
Kilmartin, Christine	Manager, Mobility & Access Research	Department of Infrastructure
Knox, Katrina	Manager	Darebin Libraries
Lange, Fiona	Consultant	Lange Hill Marketing
Le Lievre, Anne	Shire Librarian	Murrindindi Library Service
Linton, Marie	Fitzroy Library Co-ordinator	Yarra-Melbourne Regional Library Corporation
Lowndes, Nicole	Project Officer, Library Network Unit	State Library of Victoria
MacDonald, Kylie	Project Officer, Library Network Unit	State Library of Victoria
McDonald, Gail	Team Leader Library Operations	Kingston Information & Library Service
McGregor, Ian	Quality & Training Manager	Yarra Plenty Regional Library Service
McLaren, Christine	Library Operations Manager	West Gippsland Regional Library Corporation
Makin, Lynne	Chief Executive Officer & Viclink President	Upper Murray Regional Library
Manolis, Patti	Manager, Library Services	Maribyrnong Library Service
Mansfield, Peter	Chief Executive Officer & Regional Library Manager	Geelong Regional Library Corporation
Menzies, Pru	Customer Service Manager	Casey-Cardinia Library Corporation
Moore, Jeanette	Branch Co-ordinator	LaTrobe City Library Service
Morrison, Colin	Manager, Funding Programs	Department for Victorian Communities
Mulcahy, Catherine	Collections & Hawthorn Librarian	City of Boroondara Library Service
Murrell, John	Chief Executive Officer	West Gippsland Regional Library Corporation
Mustey, Jenny	Echuca Branch Librarian	Campaspe Regional Library
Myers, Bruce	Library Manager	Swan Hill Regional Library Service

2003 Victorian Public Libraries Planning Retreat Attendees

Name	Title	Organisation
Nolan , Rose	Co-ordinator, Libraries	Port Phillip Library Service
O'Donnell , Patricia	Board Member	State Library of Victoria
O'Hara , Wendy	Customer Services Librarian	Campaspe Regional Library
Ogilvie , Denise	Marketing & Collections Co-ordinator	Hobsons Bay Libraries
Orr , Susan	Library Manager	Campaspe Regional Library
Panozzo , Genimaree	Unit Manager, Library Service Development	Moreland City Libraries
Payne , Christine	Library Manager	Mitchell Library Service
Penney , Jan	Chief Executive Officer & Regional Librarian	Goldfields Library Corporation
Phillips , Heather	Library Services Manager	Frankston Library Service
Price , Skye	Portland Library Manager	Glenelg Regional Library Corporation
Quhampton , Wendy	Library Manager	Brimbank Library & Information Services
Rae , Julie	Chief Executive Officer & Regional Library Manager	Central Highlands Regional Library
Rasmussen , Anne	Co-ordinator, Library & Information Services	Stonnington Library & Information Service
Richmond , Elaine	Chief Executive Officer	High Country Library Corporation
Rosenfeldt , Debra	Acting Manager, Library Network Unit	State Library of Victoria
Ruffy , Jenny	Manager, Community Information & Arts	Monash Public Library
Savage , Frances	Rural Libraries Online, VICNET	State Library of Victoria
Scholtes , Michael	Library Operations Co-ordinator	Hume Global Learning Village Library Service
Schwirtlich , Anne-Marie	Chief Executive Officer & State Librarian	State Library of Victoria
Seeger , Lorraine	Community Liason Manager	Eastern Regional Library Corporation
Sidorow , Kerri	Library Services Co-ordinator	Wyndham City Library Service
Siegmann , Karyn	Library Manager	Bayside Library Service
Smith , Christine	Organisational Development Manager	Eastern Regional Library Corporation
Smith , Julie	Library Manager	Gannawarra Library Service
Smyth , Patricia	Manager, Libraries & Customer Service	Kingston Information & Library Service
Stevenson , Peggy	Manager, Citizen Services	LaTrobe City Library Service
Sturrock , Libby	National Manager, Information & Library Service	National Information & Library Service
Sutton , Jan	Regional Librarian	Goulburn Valley Regional Library Corporation
Tyquin , Damian	Statewide Project Officer, Library Network Unit	State Library of Victoria
Ward-Smith , Karen	Manager	City of Greater Dandenong Libraries
Watson , Jill	Corporate Reference & Information Service Librarian	Bayside Library Service
Wight , Teresa	Information Services & Information Technology Manager	Whitehorse Manningham Regional Library Corporation
Woda , Diane	Information Services Co-ordinator	Brimbank Library & Information Services
Yerbury , Anne	Resources Manager	Yarra Plenty Regional Library Service
Zibell , Helen	Operations Librarian	Mildura Rural City Council Library Service

Biennial Victorian Public Libraries Planning Retreat

April 1-4, 2003

Budget

Income		
Library Board of Victoria – funding		43,000
Dept for Victorian Communities – funding*		20,000
Viclink/CPLG sponsorship		2,000
Delegate registrations (58x \$199, 10x \$129, 2x \$97)		13,026
Total Income		\$78,026
Expenditure		
Venue		
-Conference pack single accommodation x 25		20,100
-Conference pack twin share x 52		30,888
-3 additional delegates day rate (2 nd April) \$97 x 3		291
-1 additional delegates day rate incl dinner (2 nd April)		137
-4 additional delegates day rate (3 rd April) \$97 x4		388
-Place cards and name tags		294
-Telephones		52.34
-Beverages x 3 days (including 3 gift bottles)		5890
-Winemakers Dinner (speaker costs)		150
-Massage therapists x 2 (2 days)		1,200
-Additional shuttle bus transport		220
-Photocopying/faxes		260.50
-		
Total Venue Expenditure		59,870
Deposit paid		26,070
Invoice sent to DVC		20,000
Balance owing to venue		13,800.84
GST component of venue total		1,254.62
Performance		
-Playback Theatre Company (4 actors/musician + travel costs)		1,720
Facilitator (Greg Cook)		12,375
-2 days preparation x \$2,475		
-3 days conference facilitation x \$2,475+ travel costs		
Keynote speakers x 2 (travel expenses, speaker fees)		
-Fiona Lange (travel only – taxi (\$90) + airfare (\$286)		376
-David Cochrane (fees only)		2058
Photocopying background reading – conf info pack		414
Conference proceedings (publication, printing)		600
Total Expenditure		77,413
Difference between income and expenditure:		+613

* DVC was invoiced directly by Glen Erin Vineyard Retreat and Conference Centre for this component of expenditure on venue. Income was not received by conference co-coordinator, SLV.