

Goldfields Library Corporation Plan 2015-19

Vision: Explore, Engage and Create with Goldfields Libraries

Mission: We will enrich our communities by providing;

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

Goals

Year 2 Priorities

Indicators / Performance measures

Collections:

A collection that encourages learning, enjoyment, imagination and enriches our culture.

Strategies

We will achieve this:

1. By providing equitable access to quality collections,
2. With collections that meet local needs, and
3. Through skilled staff maximising access to collections and information.

Effective management of collections through the implementation of the Collection Plan;

- Review of the Collection Policy
- Implementation of collection/vendor review recommendations
- Expansion of CollectionHQ utilisation
- Tailor collections for Library Agencies
- Collection access;
 - Total collection utilisation
 - Number of e-utilisations
 - Collection turnover
 - Number of reference enquiries

Implement service review recommendations for 'Collection Delivery to Institutions and Housebound Individuals'

<p>Programs:</p> <p>Programs that support enjoyable opportunities for social connection, creativity and learning opportunities.</p> <p>Strategies</p> <p>We will achieve this through:</p> <ol style="list-style-type: none"> 1. Partnerships that expand benefit and reach, 2. Providing equitable access to programs, 3. Contributing to our learning and creative communities, and 4. Hosting community events that support progressive social inclusion. 	<ul style="list-style-type: none"> • Number of programs delivered in key areas of early years learning, digital literacy, creativity, health and community capacity building • Partnerships that focus on early years learning, digital literacy, creativity, health and community capacity building. • Impact evaluation – skill development, engagement and knowledge building of participants • Number of attendances at programs <ul style="list-style-type: none"> ○ Early years learning ○ Digital literacy ○ Reading culture ○ Creative and healthy communities • Evaluate and understand community needs to inform program delivery • Number of events that support social inclusion
<p>Technology:</p> <p>Innovative infrastructure and digital services that inspire and excite our community and enhance service provision.</p> <p>Strategies</p> <p>We will achieve this:</p> <ol style="list-style-type: none"> 1. By maintaining an efficient and innovative ICT network, 2. With systems that support operational efficiency for staff workflows and procedures, and 3. By enhancing the customer experience with technology. 	<p>Facilitate self-service kiosks for the effective circulation of collections to increase the capacity of the library to deliver a broader range of services.</p> <ul style="list-style-type: none"> • Percentage of loans self-service
	<p>Implement the IT plan that includes projects funded in 2016/17 budget</p> <ul style="list-style-type: none"> • Deploy backup systems • Deploy circulation systems for Library Agencies • Improve internet services • Investigate and make recommendation in relation to industry trends
	<p>Provide access to the internet through bookable computers and wi-fi</p> <ul style="list-style-type: none"> • Number of computer sessions • Number of internet enabled devices

<p>Spaces: Welcoming and functional spaces.</p> <p>Strategies We will achieve this:</p> <ol style="list-style-type: none"> 1. With an eLibrary that has ease of access to collections and library information, and 2. By providing welcoming and flexible physical spaces that enable people to work, connect, learn and relax. 	<p>Effective management of the eLibrary through the implementation of the eLibrary Plan;</p> <ul style="list-style-type: none"> • Number of visits to the eLibrary • Increased usage of eLibrary resources <hr/> <p>Well utilised libraries;</p> <ul style="list-style-type: none"> • Number of physical visits <hr/> <p>Improve library services in Loddon Shire and the northern areas of the City of Greater Bendigo by transitioning services from the mobile library vehicle to Library Agencies by February 2017.</p>
<p>Our people: Engaged and motivated staff that enable our communities to benefit from our collections, technology, programs and spaces.</p> <p>Strategies We will achieve this:</p> <ol style="list-style-type: none"> 1. With a culture of continuous learning and improvement, 2. By engagement of our staff in planning for the future, and 3. With plans, policies and communications that provide clarity and direction. 	<p>Our people will be able to deliver on the vision and mission into the future through the implementation of the Our People plan;</p> <ul style="list-style-type: none"> • Work planning for all staff that provides clarity and direction • Continuously improving induction processes to ensuring new staff get the best start • Monitor workforce to ensure it meet operational needs • Ensure skills match requirements of Library Plan through the implementation of a staff development plan that includes two professional development days

Governance:

The Board and staff work collaboratively to ensure organisational sustainability and equity of access.

Strategies

We will achieve this:

1. With strategic planning in the context of financial sustainability,
2. By implementing systems that support operational effectiveness, and
3. By actively promoting and building a culture of good governance.

Effective communications to maximise participation in library services and programs through the production of collateral, social media updates and media releases;

- Promotion of library programs by publishing seasonal programs guide
- Distribution of 'Library Services in Rural Communities' bulletins
- Percentage increase in library membership
- Publication of the electronic newsletter

Expand services and programs by accessing additional funding

- Successful grant and funding applications and in-kind support

Support the implementation of the BRAC Corporate Plan

Develop and review governance policies

Undertake reporting to meet statutory requirements

- Publication of the Annual Report
- Local Government Reporting Framework