LIBRARY PLAN
2017 – 2021 (Year One)

North Central Goldfields Regional Library Corporation
Trading as **Goldfields Library Corporation**

Contents

Goldfields
Libraries

1: INTRODUCTION

The contemporary library is a dynamic environment, connecting people with ideas, learning opportunities, creativity and recreation. Perhaps most importantly, it connects people with each other.

The new world of 'information plenty' creates new essential skills, such as the ability to gain value from information and produce new knowledge. Digital literacy skills are important in ensuring participation in our society. Economic, educational, civic and social opportunities are tied to new sets of knowledge and skills that barely existed a generation ago.

Libraries are at the centre of change, as trusted community resources and an essential platform for accessible learning, creativity and innovation in the community. Public libraries have the capability to support communities and individuals with these changes by providing access and connecting knowledge.

Libraries are a free universal service available to all community members. Libraries provide inclusive, accessible and welcoming spaces for all people to learn, create, socialise and to share ideas and resources. They play an important role in building social capital and enhancing community and individual wellbeing.

The Corporation's Libraries are highly utilised and valued by the community. With extensive collections, computers and wireless internet access, community spaces and innovative programming, they foster a culture of reading, creativity and learning for all.

Importantly libraries encourage a sense of community and contribute to the liveability of regions and towns. They support economic prosperity and employment and contribute to the health and wellbeing of individuals and the community.

The Corporation's libraries are progressive and community focussed and have a strategic evidenced based approach to service delivery and program development. The Corporation collaborates with the member councils and with external stakeholders to provide a diverse range of opportunities for the whole community.

2: This Plan

The Library Plan 2017-2021 defines the strategic priorities of the Corporation over a four year period. This plan sets out the priorities, goals and strategies that will enable to the Corporation to confidently face the challenges of being progressive and innovative within a sustainable budget.

This Plan 2017 to 2021 has been developed based on community consultation conducted by the four member councils as part of the development of their Council Plans, staff consultation and through Board workshops.

The Plan is a requirement under section 125 of the Local Government Act, 1989.

3: Our Framework

Our Framework is informed by the priorities of our four member councils and of Regional Development Victoria's Loddon Campaspe Regional partnership, as they relate to libraries.

Priorities

Library Priorities

The Library priorities are aligned to the priorities of the councils and the regional partnership.
- Sense of *community* and *liveability* of the region
- *Economic prosperity* and *employment*
- *Literacy, learning* and *education*
- Community *health, wellbeing* and *fairness*
- Responsible *governance* and sustainable *decision making*

Council's Priorities

Macedon Ranges	Mount Alexander	Loddon	Greater Bendigo
Promote *Health and Wellbeing* Improve the **Built Environment** Enhance the **Social and Economic Environment** Deliver Strong and **Reliable Government**	**Our People**: Health, **Wellbeing**, Resilience, Partnerships **Our Place: Buildings**, Sport and **Recreation facilities** **Our Economy**: Business, Jobs, **Education, Creativity, Culture, Events**	**Liveability**: Develop attractive, vibrant and well serviced communities **Economic Prosperity**: Support the development of a **prosperous and diverse economy** High Performance Organisation: Frameworks which enable **sound decision making** Population: Grow and invigorate Loddon population	Creating the world's most **liveable** community: **Wellbeing** and fairness **Presentation** and managing growth **Strengthening the economy** Council will **lead and govern for all** Embracing our **culture** and **heritage**

Regional Partnership Priorities
- Create the best possible start for every child *(Support vulnerable children, Create work ready school leavers)*
- Be the healthy heart of Victoria *(Creating healthier citizens)*
- A growing economy
- Connectivity *(All people….benefit from digital connectivity)*

4:   Our Strategic Resources

Our Framework includes the priorities of our four member councils and of Regional Development Victoria's Loddon Campaspe Regional partnership.

Prioritising Our Strategic Resources: Collections

We will provide a responsive and diverse print and digital collection to support leisure, learning and research needs of our communities. We will proactively manage the collection to ensure; high quality, with acquisitions driven by local interests, statistical analysis of usage and demand to tailor individual community collections.

Collections: Goal

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

Strategies

We will achieve this:
- By providing equitable access to quality collections,
- With collections that meet local needs, and
- Through skilled staff maximising access to collections and information.

Measuring our performance

Collection access;
- Total collection utilisation
- Number of e-utilisations
- Collection turnover
- Number of reference enquiries

What you told us

'Our library is something to be proud of.'

'I have noticed other regional city are providing a library service 7 days a week. We need to keep the use of books in front of mine for all of the community.'

'Libraries are well resourced.'

'We need a much larger library where there is a larger variety of books and DVDs. Also a larger space that can accommodate social gatherings during the day when it is easier to get to.'

Prioritising Our Strategic Resources: Programs

We will deliver accessible learning opportunities that contribute to a stimulating learning environment for local communities.

We will partner with other organisations to add to the richness and diversity of programs offered and to broaden community participation.

Programs: Goal

Programs that support enjoyable opportunities for social connection, creativity and learning opportunities.

Strategies

We will achieve this through:
* Partnerships that expand benefit and reach,
* Providing equitable access to programs,
* Contributing to our learning and creative communities, and
* Hosting community events that support progressive social inclusion.

Library programs are targeted to;
* Early Years – supporting early year's development through learning opportunities and by highlighting parents as their child's first teacher.
* School Years – supporting children's learning through literacy, enquiry based learning as well as science and technology.
* Reading Culture – Encouraging reading and literacy for all
* Digital literacy – increasing confidence and a deeper understanding of the digital environment.
* Family History – support for exploring and researching family and local history
* Creativity – opportunities for expression, developing new skills and exposure to the arts
* Wellbeing – providing information and learning on a healthy lifestyle and environment

Measuring our performance

* Maintain the high number of programs delivered and strong attendances at programs
* Develop strategic partnerships that deliver new opportunities in the areas of early years learning, digital literacy, creativity, health and wellbeing.
* Identify and increase program reach into areas of relative disadvantage such as Loddon Shire, Heathcote, Eaglehawk and other areas.

What you told us

'Develop partnerships with other services for greater impact'

'Libraries are an opportunity for lifelong learning- low year 12 completion rates makes coming back to learning crucial'

'Best start for every child- the library has a role in well-resourced children's language and literacy plans Innovation & Creativity – rethinking how we do things – this is what libraries are about, explore ideas, stretch boundaries.'

Prioritising Our Strategic Resources: Technology

We will provide access to computers and other digital devices to enable internet access for all. Our systems and networks will be designed for a positive customer experience. We will explore new and emerging technologies to ensure contemporary services and systems.

Technology: Goal

Innovative infrastructure and digital services that inspire and excite our community and enhance service provision.

Strategies

We will achieve this:
- By maintaining an efficient and innovative ICT network,
- With systems that support operational efficiency for staff workflows and procedures, and
- By enhancing the customer experience with technology.

Measuring our performance

Provide access to the internet through bookable computers and Wi-Fi
- Number of computer sessions
- Number of internet enabled devices

Facilitate self-service for the effective circulation of collections
- Percentage of loans self-service
- Replace RFID equipment
- Asses the benefits of new technologies and systems

What you told us

'Library is wonderful, totally wonderful. '

'Small business - library provides space and resources especially e-resources'

'Need access to technology'

'Library has a role in the digital economy'

'Digital divide – library a key player in providing access and skills development'

'Not enough computers. '

Prioritising Our Strategic Resources: Spaces

Our libraries support the information, education, cultural and recreational needs of local communities and provide free access to extensive collections, computers and the internet, programs, knowledgeable staff and spaces to read, research, relax and connect with others.

Spaces: Goal
Welcoming and functional spaces.

Strategies
We will achieve this:
- With an eLibrary that has ease of access to collections and library information, and
- By providing welcoming and flexible physical spaces that enable people to work, connect, learn and relax.
- Work with our member Councils to explore funding opportunities to enhance our spaces

Measuring our performance
Effective management of the eLibrary;
- Number of visits to the eLibrary
- Increased usage of eLibrary resources

Well utilised libraries;
- Number of physical visits

What you told us
'We love the libraries. '

'We need larger library buildings'

'The young families now coming to the region need better library/learning facilities'

'The libraries are good but do not cater to all, especially during the holidays due to size or funding restrictions. The libraries need to double in size and offer more activities for children of all ages and abilities especially during the holidays.'

'Library is too small - expand it and provide quiet areas'

'Library needs to be modernized in line with current community infrastructure- they are no longer just places of book loans.'

'Investment in infrastructure for libraries benefits communities through improving infrastructure'

Prioritising Our Strategic Resources: Our People

We have skilled staff assisting customers and delivering library programs. Our staff are committed to ongoing learning to enable effective delivery of services in this rapidly evolving environment. Particularly in relation to digital literacy skills, to support our eCollections and the various digital devices used by customers.

Our people: Goal
Engaged and motivated staff that enable our communities to benefit from our collections, technology, programs and spaces.

Strategies
We will achieve this:
- With a commitment to continuous learning and improvement,
- By engagement of our staff in planning for the future and with effective communications, and
- With plans, and policies that provide clarity and direction.

Measuring our performance
Our people will be able to deliver on our priorities now and into the future;
- Work planning for all staff (target 98%) that provides clarity and direction
- Ensure skills match requirements of the Library Plan through the implementation of a staff development plan and attendance of targeted training and seminars.

What you told us
'The library is a great resource'

'Libraries and MCHN have great staff '

'Wonderful services through libraries'

'The staff at the local library are wonderful, however the building, resources and selection are woeful.'

'Library too small; staff always excellent '

'Library staff are amazing but the facilities are old and unable to be expanded adequately to meet the needs of the community.'

Prioritising Our Strategic Resources: Governance

We will demonstrate the qualities of good governance including effective financial management, sound decision making and the delivery of equitable customer focused services.

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

Strategies
We will achieve this:
- With strategic planning in the context of financial sustainability,
- By implementing systems that support operational effectiveness, and
- By actively promoting and building a culture of good governance.

Measuring our performance
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
- Percentage increase in library membership
- Monthly publication of the electronic newsletter

Expand services and programs by access additional funding
- Successful grant and funding applications and in-kind support

What you told us
'Libraries are terrific.'

'Libraries. Vital to all. Enough said.'

Libraries have a role in *'Embracing culture and heritage'*

'Increase membership/usage of vulnerable people'

'Library as vehicle for community engagement around key community issues'

'I love our library – all the branches, and the services it offers.'

5: Year One Action Plan

The Year One Action Plan is made up of 10 actions that will contribute to our achievement of our priorities. The Action Plan shows only a small part of what we will do in the coming year – with many other activities contributing to achieving our priorities.

We will monitor our progress towards completing these actions and report on our performance against targets identified against each of our priorities in our annual report.

Year One
Action Plan

Key Actions
1. Support the upgrade of the Gisborne Library

2. Support the extension of the Boort Resource & Information Centre

3. Complete an assessment of the new service model, Library Agencies

4. Complete an assessment of the new service model for 'Collection Delivery to Institutions and Housebound Individuals'

5. Review of the Regional Library Agreement 2014-2018

6. Review and audit the Service and Funding Agreement 2014-2018

7. Transition to NBN or alternative services to improve internet service provision

8. Undertake planning for the replacement of RFID self-service equipment

9. Complete a review of governance policies

10. Access additional funding for services and projects