Your Potential Realised

Goldfields Libraries Strategy
2021-2025
(2024 update)

Goldfields Library Corporation

Goldfields Libraries acknowledge the traditional country of First Nations Peoples. We recognise and respect their cultural heritage, beliefs and continuing relationship with the land.

We pay respects to leaders and Elders past, present and emerging for they hold the memories, the traditions, the culture and the hopes of all our First Nations Peoples.

We express our gratitude in the sharing of this land, our sorrow for the personal, spiritual and cultural costs of that sharing and our hope that we may walk forward together in harmony and in the spirit of healing.

● Detail of artwork commissioned as part of the new Kangaroo Flat Library and created by local indigenous artist Daikota Nelson.

Goldfields Libraries is committed to the safety and wellbeing of children and young people.

OUR VISION:

Your Potential Realised.

OUR MISSION:

You belong as you are.
We want you to belong, just as you are, and to know your story is heard.

We start where you are.
Whatever your age or background, we aim to have a positive, healthy influence and help you realise your potential. Whether you have big goals or little steps, it's all important, and you can start with us.

A learning journey with you.
We support a lifetime of learning by connecting you to ideas and stories and fostering your curiosity and creativity.

Let's make it fun.
We want you to enjoy yourself, have some fun, just relax. Libraries aren't all serious.

OUR VALUES

Inclusion and Safety
We uphold the principles of a just society, including the fundamental human right to respect, dignity, safety, and equity. We engage our community in open, meaningful dialogue and deepen our understanding of their needs and experience to inform library practice and create an inclusive and safe environment.

Curiosity and Inquiry
Our team is high performing and valued because we continue to learn. We stretch our knowledge and do not settle for what we already know. We explore new ideas with our community, consider fresh perspectives, and seek to innovate. We experiment and celebrate curiosity throughout life.

Collaboration and Cooperation
Our decisions are better and our impact greater when we work collaboratively and in cooperation with our colleagues, our community, and our partners. We respect one another, share ideas and look for partnership opportunities that add value for community.

OUR FOCUS IS YOUR WELLBEING

The Five Ways to Wellbeing is an internationally recognised yet simple approach that supports positive mental and physical health, and is backed by extensive research.

Goldfields Libraries embraces this approach and has these five simple actions to guide our mission and commitment to you.

CONNECT with the people around you – family and friends, at home, at work, in the local community.

THE LIBRARY is a place where you can feel safe, relaxed, and welcomed with a warm smile and a chat. You can catch up with friends and family or with people who have similar interests. Book clubs, knitting groups, or just hanging out after school– it's all good.

LEARN something new or reignite an old interest. Sign up for a course or attend a free seminar. Challenge yourself and don't worry about failing.

THE LIBRARY is all about being curious and learning, with accessible information and no tests at the end! Learn at your pace; mistakes are welcome. Read a book, attend a program, ask questions or access information on the internet.

TAKE NOTICE of the world around you. Be curious, remark on the unusual and savour the moment.

THE LIBRARY is a place where you can explore the world at your pace in your own way. We want to encourage creativity and curiosity and can help open doors to many worlds and ways of being and seeing.

BE ACTIVE by doing what you can, step outside, find joy in movement. Discover an activity you enjoy, that suits you, and make it a habit.

THE LIBRARY will help with information on health – healthy eating, physical activity, and how to connect. We also run physical activity classes as part of our programs where you can come and just have a go.

GIVE by contributing to something or helping someone. Create connection with people around you by joining a community group. Thank someone. Smile.

THE LIBRARY hosts many community groups that make significant contributions to their communities. We foster creativity, contribution and connection and want to welcome you to the library as a safe and friendly place.

You can learn more about the five ways to wellbeing at 5waystowellbeing.org.au

WE WORK ALONGSIDE OUR COUNCILS

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

Library Priorities

Children and Young People – supporting childhood and adolescent development

Lifelong Learning – encouraging learning at any age or stage

Safety and Inclusion – a safe, welcoming and accessible service

An Informed Community – an engaged, creative, informed community

Connecting People – providing opportunity for connection both digital and physical

Respecting First Nations Peoples and Culture – celebrating our nation's first culture

A Learning Organisation – learning and growing with our community

A Sustainable Future – playing our part in action against climate change

Regional Partnership Priorities

A Growing Economy – A strong, diverse economy that enables people to actively contribute to their community

Healthy Heart of Victoria – Active communities, healthy settings and productive lives at all stages

Create the Best Start for Every Child – Families and communities that give children the best start in life

Youth Our Critical Asset – Safe, supported and engaged young people

A Great Environment to Live – Our culture, heritage and environment is protected and enjoyed

A Connected Region – All people in the Loddon Campaspe Region benefit from economic activity and access to services

COUNCIL PLAN PRIORITIES

MACEDON RANGES

Connecting communities: Council will maintain buildings and open spaces in our built environment in a financially, **environmentally and socially sustainable way.**

Healthy environment, healthy people: Council aims to **support mental health**, prevent violence against women, and improve healthy lifestyles, **social connection and inclusion**, community safety, and arts and culture.

Business and tourism: Council will provide an economic environment that **promotes information technology** and communications, and employment opportunities.

MOUNT ALEXANDER

Community is connected to each other.

An inclusive community where everybody has access to services.

Preserving natural environment means **living sustainably and caring for country**.

A vibrant place that draws upon its **creative** spirit.

LODDON

Liveability: Develop attractive, vibrant and well served communities.

Economic Prosperity: Support the development of a **prosperous and diverse economy.**

High Performance Organisation: Frameworks that enable **sound decision making.**

Population: Grow and invigorate the Loddon population

GREATER BENDIGO

Healthy, liveable **spaces** and places.

Aboriginal reconciliation.

A **climate resilient built** and natural environment.

A vibrant, **creative community**.

A **safe, welcoming and fair community**.

OUR PURPOSE

We are committed to:
Supporting literacy and a joy of reading.

Having fun! Libraries aren't all about achieving or personal improvement. They're also about relaxing, playing, laughing, daydreaming or sometimes being a bit noisy.

Learning with and from our community as we design our services.

Playing our part in supporting an informed and healthy community.

Providing access to information, in all its forms, as a fundamental human right.

Reducing the digital divide by providing great internet access with support to access it.

Celebrating local stories to enhance a sense of place and pride.

WHAT WE WANT FOR PEOPLE IN OUR LIBRARIES:

We want people to be healthy, thriving and inquisitive – ready to reach their potential.

We want people to enjoy their libraries – to relax in the simple pleasure of being somewhere safe and welcoming.

We want people to be curious learners but never feel tested, assessed, or judged.

We want people of all walks of life to intersect and gain a deeper understanding of each other and empathy for one another.

We want people to find meaning and connection with friends, family and community in libraries.

We want to see children smile as they read or listen to stories. We want to see children who can't wait to find out what happens next!

We want people of all ages, abilities and backgrounds to find their place and space.

We want people to visit as often as they like, to be welcomed with a smile and to feel less isolated and more connected.

OUR EIGHT PRIORITIES FOR 2021 TO 2025

Children and Young People
Supporting children, their curiosity and their joy of reading. We will support the brain development of babies, support parents as baby's first teacher, and invest in best practice services for our youngest citizens. We will welcome and present opportunities for young people to have a voice as they move toward adulthood.

Lifelong Learning
Engaging with people on their learning journey, at any and every age or ability. We will support those involved in school-based or self-directed learning. We want people to use the library at any stage in life- and to have fun doing it! We will encourage different ways to learn and create at any age or ability level. Big dreams or small achievements can all start with us.

Safety and Inclusion
Offering safe spaces and resources that let people know they are important and at the centre of our service. We encourage a sense of library community and facilitate respectful interactions in our shared spaces – people relax in our libraries. We want to keep improving functional access to our libraries for people of all ages, abilities, cultural backgrounds and identities.

An Informed Community
Offering information that enhances literacy beyond reading, including health, financial, digital, environmental and cultural. We will help connect people with information in a variety of ways – inside our libraries, reaching outside our libraries through other services and places, and through our digitally based resources.

Connecting People
Creating opportunities for people to socialise and share ideas, culture and stories. We will provide avenues for both personal and virtual connection through our programs, spaces and technology. We offer an antidote to isolation and loneliness.

Respecting First Nations Peoples and Culture
Building knowledge of and relationships with First Nations Peoples and culture. We will introduce appropriate signage and cultural references into our spaces as well as deliver programs and collections that celebrate the stories and traditions of Aboriginal and Torres Strait Islander people.

A Learning Organisation

Learning from and with our communities to develop skills, innovation and new approaches. Our team are high performing professionals and continue challenging themselves to extend knowledge and experiences. We will focus on being able to change with our community and engage with them in shaping our service.

A Sustainable Future

Working toward a positive and sustainable future with our communities. We will provide opportunities to understand the local and global environment, learn about sustainability innovations and empower community to take action to mitigate climate change. We commit to sustainable use of resources for our operations to protect our natural environment.

OUR 2023-2024 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
Children and Young People	Create dedicated child friendly and parent/carer welcoming spaces in all libraries. Include features that support curiosity and inquiry-based play.	Children feel welcomed and safe, and parents and carers feel welcomed and valued. Parents can socially connect, and parenting groups meet and feel welcome in the library. Libraries are promoted as breastfeeding friendly areas.	Operations
	Continue promotion of the parenting collection and selected children's collections, such as graded readers, award-winning books and themed collections around key issues.	Better informed parents and carers and an easily accessible collection.	Collections and Engagement
	Implement auto renewal option for collections.	Auto renewal and reminders for all patrons reduces the need for 'overdue' notifications and is potentially a better service for patrons.	Collections and Information Technology
	Reconvene the Early Years Working Group to support the delivery of Early Years strategy. Investigate opportunities for the extension of the Children and Youth Programs Officer role.	Organisational drivers and champions for children and youth. Innovative program delivery in children services.	People and Development and Programs
	Deliver programming focused on enjoyment of reading, building literacy and fostering enquiry and curiosity.	Development of reading habits, literacy, learning and school readiness. Storytime programs continue to engage families across the region.	Engagement and Programs

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
	Child Safety and Wellbeing Action Plan.	Policies and reporting reflect actions focussed on child safety and wellbeing.	All
	Training and development in Child Safe Standards and gender equity.	Training on legislated requirements, but beyond this to cover specialist services such as children's program delivery and early years development.	People and Development
	Develop programs and events for young people with partners in the youth sector.	Engagement of young people that shape library experiences to their needs and wants.	Programs and Engagement
	Align professional development opportunities to sector-wide standards reflected in early years development and youth engagement.	Skilled staff supporting best practices.	People and Development
	Develop partnerships with the Early Years sector and position libraries within a continuum of service delivery.	Valued partnerships that impact on school readiness and Australian Early Development Census outcomes.	Engagement
	Assess children's e-resources for gaps within current offerings with the possibility of adjusting to add new or consolidate existing selections.	Improved access to valuable children's e-resources supporting literacy, learning and mental health.	Collections
	Offer a diverse range of items to engage and inform young people.	Continue to purchase for the collection with a focus on youth and children's services.	Collections

OUR 2023-2024 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
	Undertake outreach activities that focus on communities with less access to library services.	Informed families that are aware of children's library services and can easily gain access.	Collections, Operations and Programs
Lifelong Learning	Deliver programs that can connect to our online resources and collection.	Community connected with a variety of learning experiences.	Programs and Collections
	Develop partnerships that link learning opportunities and pathways outside of the library.	Community supported to progress learning via multiple avenues, including community organisations, TAFE, Universities and training providers.	Engagement and Programs
	Develop online resources to support learning and free access to information.	Facilitated learning pathways both through library programs and resources and other online resources.	Information Technology and Collection
	Develop diverse STEAM programming with other partners such as Tech School.	Experiment-based programming focussed on STEAM principles.	Programs
	Review the makeup of our collection to maximise local use.	Improved use and access to local collection.	Collections
	Review access to collections across the state through the new interlibrary loan system.	Improved access to a state-wide collection for local patrons.	Collections

OUR 2023-2024 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
Safety and inclusion	Digital Literacy Officer for seniors – upskilling staff and building capacity.	A digital support position providing services to older adults and working with a team across GLC.	Programs and Operations
	Engage specific parts of community that may benefit from, but not currently use, library services through targeted outreach activities.	An Outreach Plan that extends library benefits to a broader population.	Engagement and Operations
	Partner with appropriate service providers in the delivery of early years, digital literacy and home library services to isolated community members.	Targeted library services are offered in accessible locations and formats.	Engagement and Operations
	Facilitate mixed use of spaces with an understanding of mutual respect for staff and user safety.	A safe environment where expected conduct is understood by both patrons and staff. Staff training, emergency management, policy and codes of conduct.	People and Development, Engagement and Operations
	Promote and support human rights of equity and dignity in all its forms.	Puts people at the centre of our libraries and supports a civil and just society.	Engagement
	Develop staff expertise and knowledge in current social issues and initiatives. (e.g., Gender Equality, Cultural Inclusion, Mental Health, psychological safety).	An informed staff able to respond to current social challenges.	People and Development

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
	Represent the diversity of human experience through our collection and program offerings.	Access to stories that reflect the diversity of humanity and our ways of life.	Collections, Programs and Engagement
	Promote and highlight our focus on areas of safety and inclusion in our collection for all patrons.	Continue to research materials and train staff in collection areas of safety and inclusion.	Collections
	Gender Equality Workplace Audit.	Completed first step in aligning with Gender Equality Act.	People and Development
	Digital safety.	Safe and secure online environment and network.	Information Technology
	Psychological safety for staff.	Learning about new Fair Work conditions and policy and training required.	People and Development
	Support continuation and extension of Community Connector Program	Staff feel safe and supported. All patrons are welcome and included.	Operations
	Feasibility plan for After Hours Access.	Information gathered ahead of new Library Plan/ Budget cycles.	Operations
	Feasibility plan/ business case for extended Library of Things	Information gathered ahead of new Library Plan/ Budget cycles	Operations and Collections

OUR 2023-2024 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
An Informed Community	Continue development of the highest standard, free internet and Wi-Fi across all branches.	Start developing facilities that support online meetings and study Support advocacy in Loddon Shire for infrastructure development.	Information Technology, Operations and Engagement
	Provide digital literacy support through skilled staff, dedicated programs and access to technology.	A more digitally informed and connected community. Helping those who cannot bridge the digital divide on their own.	All
	Develop financial, cultural and health literacies by working with partners in these sectors.	An integrated approach to community health and wellbeing, working with various partners.	Engagement
	Provide a range of quality, authoritive, educational and learning material for all ages.	Continue to pursue professional development opportunities to stay informed around the latest resources.	Collections
	Promote the use of library spaces for community groups to gather and work.	Volunteers and groups are supported to share information and serve their communities.	Operations and Engagement
	Provide collections and programs that broaden horizons, explain the facts and teach new skills.	Supporting access to a breadth of information from reputable sources.	Programs and Collection
	Provide programs that directly promote exercise and diet as the two key determinants in physical health.	A welcoming environment where people can learn new physical skills.	Programs

OUR 2023-2024 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
	Advocate for the addition of internet-connected meeting rooms or pods within library facilities to meet growing community needs.	Work areas that support study, remote working and micro business.	Operations and Information Technology
	Facilitate and support community conversation on important social initiatives.	Informed and credible links to information in a variety of formats on major social issues and initiatives.	All
Connecting People	Provide an environment to support micro business and local community economic development.	A comfortable environment for remote working, commuter working and micro business.	Operations and Information Technology
	Develop programs and partnerships that address intergenerational connection, social isolation and loneliness.	Connecting isolated people with new people and new ideas.Facilitated intergenerational connections are delivered. Social prescribing network involvement.	Programs and Engagement
	Create opportunities to integrate sharing food in social settings within libraries.	Tea and coffee or café style service in libraries or planned for library spaces.	Operations
	Redevelop the website to enhance accessibility and ease of use.	Deliver an inclusive online presence that is easily navigated to connect to services, and is mobile friendly.	Engagement and Information Technology

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
	Provide opportunities for connection through bookclubs and programs.	Tie collection to programs and displays to reach more patrons.	Collections and Programs
	Introduce public libraries as a valuable service through social prescribing networks.	Services are regularly utilised by referred patrons, increasing their engagements or being introduced to public libraries.	Engagement
	Use of social media and eNews to connect with people.	Engaged community reacting and contributing to posts and comments.	Engagement
	Deliver Future Ready Libraries consultation.	New Library Plan represents community needs and aspirations.	Engagement
	Initiate transition to new business model	Address legislative requirements under Local Gov Act and undertake legal and accounting processes to transfer to a new service model.	Leadership Team
	Advocate for accurate representation of work of public libraries at State Level	LGPRF requirements updated to reflect new performance measures within libraries.	Leadership Team
Respecting First Nations Peoples and Cultures	Present cultural artwork, images and signage that acknowledge and celebrate First Nations Peoples and cultures.	Appropriate First Nations acknowledgment. Provision of culturally safe spaces. Adherence to Child Safe standards. Collaborate with local artists.	Operations and Engagement

OUR 2023-2024 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
	Work with local Aboriginal and Torres Strait Islander communities with regard to opportunities for programs across all age groups.	First Nations stories, perspectives and skills are celebrated and shared appropriately.	Programs
	Continue developing staff awareness and skills in First Nations cultures and heritage.	Provision of culturally safe and welcoming spaces and services.	People and Development
	Develop library website with elements of culture and language embedded as part of an overall campaign to highlight Aboriginal and Torres Strait Islander heritage.	A website that embeds First Nations cultures and language across a range of areas.	Engagement, Collection and Information Technology
	Work with local Aboriginal and Torres Strait Islander communities on program delivery.	Programs that celebrate and highlight First Nations stories and cultures.	Programs
	Consult with local Aboriginal and Torres Strait Islander communities to ensure collection reflects First Nations story and authorship across a diverse range of areas and subjects.	Awareness of First Nations stories and cultures embedded in a range of subjects offered in collection.	Collections
	Develop a first stage Reconciliation Action Plan.	The development of a Reflect RAP	Operations

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
A Learning Organisation	Develop an enquiry-based organisational culture that fosters curiosity, questions established approaches and seeks to broaden knowledge.	Staff that are supported and engaged in continual learning and development.	People and Development
	Invest in business and information technology systems that deliver efficient and effective communications.	Provide technology that is seamless and easy to use and build staff competencies and confidence.	Information Technology and People and Development
	Develop our regional strength in scale and strategy whilst maintaining a local culture within each branch.	Localised services and efficiencies of scale.	People and Development and Operations
	Understanding each other and creating a supportive and collaborative work culture.	People performing at their best as a team, sharing ideas safely, with respectful interactions.	People and Development and Leadership Team
	Establishing a solution focused culture.	Taking a solutions focus that supports our capacity to openly present problems and constructively develop solutions.	People and Development and Leadership Team
	Maintain a Training and Development Plan for staff.	Structured approach for mandatory training, specific professional development and broad skill development.	People and Development

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
	Learning Management System Feasibility Study.	Feasibility of a Learning Management Package that is online and actively updates staff requirements around mandatory training on legislated matters.	People and Development
	Offer targeted training opportunities for staff in various aspects of the organisation.	Allow staff the opportunity to engage in more cross-skilling experiences throughout the branches.	All
A Sustainable Future	Work with partner Councils towards a carbon neutral operation with a focus on installation of solar panels batteries and efficient lighting wherever practical.	Reduced emissions, reduced running costs and observance of regional Climate Action plans.	Operations
	Make sustainability a consideration in all areas of operations.	Becoming an example to our community and telling our story of improved environmental sustainability. Climate Action Group established and guiding organisation?	All
	Build environmental literacy by providing community access to accurate information and inspiration by showcasing local and global environmental initiatives.	Inspire and inform local community and build awareness around local action. Partnerships and programs that showcase local movements/ initiatives.	Engagement, Operations, Collections and Programs

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
	Continue to investigate sustainable options for all collections-based processes.	Investigate sustainable options from existing and new vendors.	Collections
	Move fleet toward hybrid or electric technologies.	Reduced emissions, reduced running costs and observance of regional Climate Action plans.	Operations
	Promote relevant collection focused on environmental awareness initiatives and celebration of local flora/fauna.	Communities informed by science and reputable sources on matters of environment and sustainability.	Collections and Engagement
	Integrate library services into broader emergency management plans of member Councils.	Libraries are a community resource for access to information during extreme weather and emergency events. We will provide additional opening hours and access to power and internet where practical.	Operations and People and Development
	Maintain Business Continuity Plans to prepare for emergency situations and service adaptability.	An adaptable service prepared for natural emergencies that may be caused by climatic conditions.	All

Goldfields Library Corporation

North Central Goldfields Regional Library Corporation
(trading as Goldfields Library Corporation)

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