



# *Your Potential Realised*

Goldfields Libraries Strategy  
2021-2025

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 through 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 environment that is inclusive and safe.

### *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 as a guide to our mission and commitment to you.

<p><b>CONNECT</b> with the people around you – family and friends, at home, at work, in the local community.</p> <p><b>THE LIBRARY</b> 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.</p>	<p><b>LEARN</b> 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.</p> <p><b>THE LIBRARY</b> is all about being curious and learning, with accessible information and no tests at the end!. Learn at your pace, mistakes are welcomed. Read a book, attend a program, ask questions or access information on the internet.</p>	<p><b>TAKE NOTICE</b> of the world around you. Be curious, remark on the unusual and savour the moment.</p> <p><b>THE LIBRARY</b> 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.</p>	<p><b>BE ACTIVE</b> by doing what you can, step outside, find joy in movement. Discover the activity you enjoy, that suits you, and make it a habit.</p> <p><b>THE LIBRARY</b> will help with information on health – healthy eating, physical activity, how to connect. We also run physical activity classes as part of our programs where you can come and just have a go.</p>	<p><b>GIVE</b> by contributing to something or helping someone. Create connection with people around you by joining a community group. Thank someone. Smile.</p> <p><b>THE LIBRARY</b> hosts many community groups that make significant contribution for their communities. We foster creativity, contribution and connection and want to welcome you to the library as a safe and friendly place.</p>
---	---	---	---	---

You can learn more about the five ways to wellbeing at [5waystowellbeing.org.au](http://5waystowellbeing.org.au)

## WE WORK ALONGSIDE OUR COUNCILS

Our Library Plan 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.

### 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

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

**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

### 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.

**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 which enable **sound decision making.**

**Population:** Grow and invigorate 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 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 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 that includes 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. And protect our natural environment we commit to sustainable use of resources for our operations.



## OUR 2021-2022 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
<b>Children and Young People</b>	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, 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
	Upgrade and promote 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.	Collection
	Remove fines on all picture books, junior collections and young adult collections.	Reduced barriers and more borrowing of collection in our children's and adolescent areas.	Collection
	Develop specialisation opportunities in work plans to support Children and YA engagement.	Organisational drivers and champions for children and youth.	People and Development
	Deliver programming focused on enjoyment of reading, building literacy and the fostering of enquiry and curiosity.	Development of reading habits, literacy, learning and school readiness. Storytime programs continue to engage families across the region.	Engagement

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
<b>Children and Young People</b> continued	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.	Engagement
	Align professional development opportunities to sector-wide standards reflected in early years development and youth engagement.	Skilled staff supporting best practice.	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 selection.	Improved access to valuable children's e-resources supporting literacy, learning and mental health.	Collection
	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.	Collection, Operations and Engagement





## OUR 2021-2022 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
<b>Lifelong Learning</b>	Deliver programs that can connect to our online resources and collection.	Community connected with a variety of learning experiences.	Engagement and Collection
	Develop partnerships that link learning opportunities and pathways outside of the library.	Community supported to progress learning via multiple avenues.	Engagement
	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
	Review the makeup of our collection to maximise local use.	Improved use and access to local collection.	Collection
	Review access to collections across the state through an interlibrary loan system.	Improved access to a state-wide collection for local patrons.	Collection
	Provide access to collections to those who would otherwise miss out through newspapers, DVD's, streamed content and traditional collection.	Reduced financial and social barriers to accessing learning opportunities.	Operations
	Work with partners to offer introductory sessions in subjects or topics that lead to further learning pathways in other institutions.	Developed partnerships with TAFE, Universities, training providers.	Programs and Engagement

## OUR 2021-2022 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
<b>Safety and Inclusion</b>	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 offered in accessible locations and formats.	Engagement and Operations
	Establish protocols to ensure mixed use of spaces with an understanding of mutual respect for user safety.	A safe environment where expected conduct is understood by both patrons and staff.	People and Development and Operations
	Develop staff expertise and knowledge in current social issues and initiatives. (e.g., Gender Equality, Cultural Inclusion, Mental Health)	An informed staff able to respond to current social challenges.	People and Development
	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
	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.	Collection and Engagement

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
<b>An Informed Community</b>	Prioritise access to highest business standard free internet and Wi-Fi across all branches.	Nationally benchmarked Wi-Fi access and internet speeds being used by all who require it. Providing access for those that would otherwise miss out.	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
	Promote use of library spaces for community groups to gather and work.	Volunteers and groups supported to share information and serve their communities.	Operations
	Provide programs that broaden horizons, explain the facts and teach new skills.	Supporting access to a breadth of information from reputable sources.	Engagement
	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.	Engagement







## OUR 2021-2022 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
<b>Connecting People</b>	Undertake feasibility work to consider extension or flexibility of opening hours.	Being available when our community needs us.	Operations, People and Development
	Develop our infrastructure to include more incidental meeting spaces, seating and desks.	Flexible spaces offered for study, meeting and work, as habits and modes continue to shift and change.	Operations
	Provide an environment to support micro business and local community economic development.	A comfortable environment for remote working, commuter working and microbusiness.	Operations and Information Technology
	Develop programs that address intergenerational connection, social isolation and loneliness.	Connecting isolated people with new people and new ideas. Facilitated intergenerational connections are delivered.	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 website to enhance accessibility and ease of use.	Deliver an online presence that is inclusive and easily navigated to connect to services.	Engagement

## OUR 2021-2022 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
<b>Respecting First Nations Peoples and Culture</b>	Present 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.	Operations and Engagement
	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 celebrated and shared appropriately.	Engagement
	Continue developing staff awareness and skills in First Nations culture 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 culture and language across a range of areas.	Communications, 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 culture.	Engagement
	Ensure collection reflects First Nations story and authorship across a diverse range of areas and subjects.	Awareness of First Nations story and culture embedded in a range of subjects offered in collection.	Collection

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
<b>A Learning Organisation</b>	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, 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 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 Leadership Team

## OUR 2021-2022 PRIORITY INITIATIVES

Priority	Initiative	What does this look like if we are achieving it?	Resource Lead
<b>A Sustainable Future</b>	Work with partner Councils to work toward 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.	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.	Engagement and Operations
	Move fleet toward hybrid or electric technologies.	Reduced emissions, reduced running costs and observance of regional Climate Action plans.	Operations
	Promote relevant collection focused around environmental awareness initiatives and celebration of local flora/fauna.	Communities informed by science and reputable sources on matters of environment and sustainability.	Collections
	Integrate library services into broader emergency management plans.	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

# The Green Wall

RTM  
CARE

WIKI  
WRAP

TO YOUR  
PART  
PENDING

WIKI  
BOTTLES  
RELEASE TIME  
PENDING

WIKI  
BOTTLES  
RELEASE TIME  
PENDING







Goldfields  
Library  
Corporation

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

Administration Hub:  
251-259 Hargreaves Street  
Bendigo, Victoria, 3550

PO Box 887, Bendigo, 3552

Phone (03) 5449 2700

[www.ncgrl.vic.gov.au](http://www.ncgrl.vic.gov.au)