

Greater Dandenong  
**LIBRARIES STRATEGY**  
2022–2026  
**YEAR ONE REPORT CARD**



# PRIORITY 1

## Improving health and wellbeing outcomes through literacy, learning and social connection

### Highlights and Achievements

- \* Library services ran more than 1,600 programs, with 24,554 attendees. The variety of sessions are either run as stand alone, in partnership or part of themed events all aimed at increasing engagement opportunities to enhance learning, reading and literacy, digital and technology skills at all life stages.
- \* Increase in patron driven purchasing of the collection through changes in borrowing model.
- \* Review of the Home Library Service underway to increase volunteers and reach in the community.
- \* Staff attendance and involvement in sector conferences and special interest groups as well as sector leadership programs and other growth and development opportunities at all levels.
- \* Sporting equipment available for loan for use at Springvale Community Hub and Library. Sporting equipment, including Basketballs, Table Tennis equipment and Mini Rockets have been borrowed over 100 times for use since the collection was introduced.
- \* Launch of the new Library Website.
- \* Enhancement of the space by moving shelving, having a positive impact on borrowing and user experience at Springvale Library.
- \* The Family Literacy Project team read 8,763 books with foundation to grade 2 students as part of the Reading Buddies program.
- \* 224 Reading Buddies resource bags containing books and learning materials were given out to students this year to support literacy at home.

Refer to page 20 of the *Greater Dandenong Libraries Strategy*. Priority 1



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A student from Harrisfield  
“I love this book so much!  
It is my bedtime story I  
read it every night now”  
About Maisy goes to bed,  
the book P received in her  
Reading Buddies bag.

“It is a community hub. The  
library connects people to people.  
Social interaction is imperative for  
psychological well being.”

“I have always loved to  
read, and I would never  
have had the opportunity  
to read as widely and  
diversely without the  
library. At the very least,  
literacy is a necessary life  
skill for all and without  
the availability of library  
resources there isn't the  
materials and support  
to make it a part of  
our everyday.”

“I passed the citizenship test and have  
applied for my family (4 kids and wife) to  
come to Australia. I am very happy now. I  
always think of the [citizenship] class and  
how I passed as I failed the test twice in  
2020 before this class.”

”

# PRIORITY 2

Ensuring we are an accessible and inclusive service that is responsive and reflective of our community

## Highlights and Achievements

- \* Library Tech Assist had 366 attendees, positively impacting the digital participation of the community.
- \* Sod turning event held at Keysborough South Community Hub location.
- \* Participation in NAIDOC week celebrations with Bunurong partnered programs including Basket Weaving and Elder Storytime.
- \* Consultation with diverse communities to tailor and introduce programs with an aim to broaden access and inclusion in libraries.
- \* Launch of redesigned Library catalogue.
- \* Implementation of Blue Cloud Visibility to integrate search results in Google with library catalogue.
- \* Dandenong Library had 33,665 public access computer sessions with Springvale accessed 29,403 times. This service continues to support community to online access and printing services that may not be available in the home.
- \* Windows 11 upgrade for all Library public PCs.
- \* Dandenong Library public computer replacement.

Refer to page 22 of the *Greater Dandenong Libraries Strategy*. Priority 2



“My library is vital in making my life meaningful, helping me stay connected to all who live in my community and supporting me to understand diversity of people.”

“My favourite place. Feels like a gift whenever I borrow a book. Love learning new things from the books and entertainment of the DVDs. See all walks of life come in, many refugees and people with little being able to use a computer (like me when I couldn't afford a one). This place is like a haven to me.”







# PRIORITY 3

## Growing our service and reach through our physical, digital and outreach streams

### Highlights and Achievements

- \* Libraries and Jobs Victoria partnership saw 1,401 community members receive Literacy help to assist with employment seeking.
- \* Dandenong Library saw 303,087 visitors and Springvale 409,047 visitors. The libraries have provided 712,134 community members with a place to connect, learn, read, create, belong and be inspired.
- \* Works completed ready for the installation of first Little Library Locker at Menzies Avenue location in Dandenong North.
- \* Partnerships with council departments, external organisations and government have positively contributed to the community having access to programs and services that would not otherwise be delivered.
- \* Librarians using collectionHQ, BLUEcloud Analytics as evidenced based metric to feedback monthly analysis of collection usage.

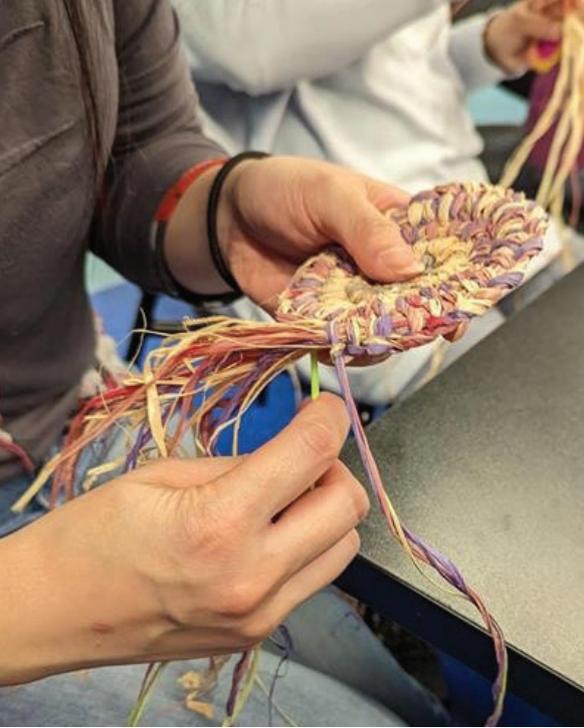
- \* Collection Development Plan created and made publicly available via Library Website.
- \* Realignment of collections at Springvale to represent usage and better utility of floor space.

Refer to page 23 of the *Greater Dandenong Libraries Strategy*. Priority 3



“The digital library is my main connection to the world beyond my house.”





# PRIORITY 4

Developing strong and collaborative partnerships to help scale our impact for community

## Highlights and Achievements

- \* Implemented and continue to partner with groups to sustainably repurpose collection which has reached the end of its Library life, and engage with underrepresented Library users.
- \* Increased available ebooks and eaudio for downloads. Active procurement in this area has seen an increase in the number of items in the collection by over 100% from 60,715 to 134,570 items.
- \* Engagement with Chinese, Vietnamese, Sinhalese and Punjabi Communities via book buying events seeing a resultant increase in the average borrowing turnover from 1.71 to 2.35.
- \* Partnerships with Monash University and Interfaith Network continue as well as many other community partners.
- \* Representation at Libraries Victoria Advisory Committee, Libraries Victoria User Group and all major Public Libraries Victoria Special Interest Groups.

- \* Investigating additional Little Library Locker locations in Noble Park.
- \* Upgraded audio visual technology equipment in Dandenong Library Community and Training rooms.

Refer to page 24 of the *Greater Dandenong Libraries Strategy*. Priority 4

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“It is a meeting place and source of so much free information in the community. I have volunteered helping in a weekly literacy program with primary school children needing assistance with reading for the last 9 years.”

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**Springvale Library**

Springvale Community Hub,  
5 Hillcrest Grove, Springvale

**Dandenong Library**

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Acknowledging

**Bunurong Country**