



# LIBRARY STRATEGY ACTION PLAN

**2018-2021**



*imagine, explore, discover*



# 1. ENGAGEMENT



The Library is a gathering place where everyone feels welcome. We actively engage with our community and promote learning, participation and engagement in a contemporary library environment.

## Priority actions:

1.1 Connect people to library resources, Council and community information through a responsive service.

	ACTIONS	TIMELINE
1.1.1	Provide multiple access options to the library service, including online, two library branches and through the outreach model	Year 1-3
1.1.2	Promote the library service widely to the entire Greater Dandenong population in multiple languages and through various channels such as social media, local media, community and volunteer groups, schools, agencies and services	Year 1
1.1.3	Provide library programs that celebrate and strengthen the overall identity of the city and provide opportunity for community engagement	Year 1-3
1.1.4	Review current practices to identify further opportunities to better cater for the needs of older residents	Year 1-3
1.1.5	Review current practices to identify further opportunities to better cater for the needs of people with a disability	Year 1-3
1.1.6	Opening of new Springvale Library as part of the Springvale Community and Learning Hub	Year 3
1.1.7	Connect the community to Council and community information and services Eg. Council services, community consultations, community groups and services.	Year 1-3

1.2 Provide the broadest possible opportunity for Library users to experience the library through digital and print resources and in a range of community languages.

	<b>ACTIONS</b>	<b>TIMELINE</b>
<b>1.2.1</b>	Provide opportunities to access and engage with the Library Service through a web platform, social media outlets and related technology	Year 1-3
<b>1.2.2</b>	Provide inclusive and relevant outreach programs and services that actively engage the community in library services beyond the library buildings	Year 1-3
<b>1.2.3</b>	Ensure all library services are accessible for people of all backgrounds, language spoken and literacy capacity	Year 1-3

1.3 Deliver a dynamic library service that responds to community feedback, trends and needs.

	<b>ACTIONS</b>	<b>TIMELINE</b>
<b>1.3.1</b>	Evaluate the outcomes of Library delivered programs to ensure they meet stated objectives	Year 1-3
<b>1.3.2</b>	Provide multiple options where Library users can provide regular feedback on programs, resources, technology and spaces	Year 3

1.4 Seek to engage people not currently using the library service.

	<b>ACTIONS</b>	<b>TIMELINE</b>
<b>1.4.1</b>	Develop strategies to engage under-served members sectors of the community through activities and programs and the outreach service	Year 1-3
<b>1.4.2</b>	Review demographic data with usage trends to identify changes in the community and ensure current and future needs are met	Year 1
<b>1.4.3</b>	Engage with community members not using the Library Service to determine how their needs could be met	Year 1
<b>1.4.4</b>	Investigate options to expand outreach services to Adults	Year 2

1.5 Develop effective partnerships with relevant stakeholders to complement our service offering to the community.

	ACTIONS	TIMELINE
1.5.1	Proactively identify opportunities to connect library users into other services, programs and activities delivered by Council	Year 1-3
1.5.2	Develop and foster strong networks and partnerships with other service providers, schools, volunteer groups and support agencies throughout the City of Greater Dandenong	Year 1-3
1.5.3	Investigate partnership opportunities with education, lifelong learning institutions and agencies to promote pathways to further learning and employment opportunities	Year 1-3
1.5.4	Expand access to Victorian state-wide public library collections through partnerships and collaborative arrangements	Year 1-3
1.5.5	Contribute proactively to the further development of collaborative projects and initiatives within the public library sector	Year 1-3
1.5.6	Investigate and implement a Youth engagement plan	Year 1-2
1.5.7	Joint programs developed and delivered through the Libraries	Year 1-3



# 2. LITERACY AND LIFELONG LEARNING



We provide pathways for literacy, lifelong learning and a love of reading for all age groups.

### Priority actions:

2.1 Provide programs and services to build digital literacy, increase access to information, support the use of new technologies and to inspire further learning.

	ACTIONS	TIMELINE
2.1.1	Deliver Digital literacy programs to cater to all abilities and all ages	Year 1-3
2.1.2	Trial “drop-in” Technology assistance service to help Library supported technology related queries	Year 1
2.1.3	Strengthen opportunities for library users to engage in the practice of making digital art and skills development, particularly in areas such as computer gaming, animation, 3D printing, film making and other digital art forms	Year 1-3
2.1.4	Promote cyber safety to the community through programs, services and resources	Year 1-3
2.1.5	Work in partnership with government agencies and services to provide “e-gov” drop-in assistance and advice to the community through the Libraries	Year 1-3
2.1.6	Explore opportunities to deliver 24/7 access to digital literacy learning tools	Year 1-3
2.1.7	Develop an annual program plan that assists in the development of literacy, creativity and inspires further learning.	Year 1-3

2.2 Support and empower families to encourage and develop literacy in their children.

	ACTIONS	TIMELINE
2.2.1	Promote family literacy through the Communities for Children partnership with Mission Australia and participating schools	Year 1-2
2.2.2	Participate in state-wide and national initiatives that promote literacy and reading	Year 1-3
2.2.3	Continue to develop and deliver Early Years literacy program through Outreach Services to Playgroups, Kindergartens, School Communities, Maternal Child Health Centres and other service providers	Year 1-3
2.2.4	Implement and deliver 1000 Books Before School program	Year 1-3
2.2.5	Participate in annual Summer Reading Club for Primary aged school children	Year 1-3
2.2.6	Implement Youth Reading and Literacy Program	Year 1-3
2.2.7	Evaluate Early Years literacy programs annually with state-wide Quality Framework indicators	Year 1-3



2.3 Provide resources and programs to support the development of skills to encourage literacy, lifelong learning and creativity.

	<b>ACTIONS</b>	<b>TIMELINE</b>
<b>2.3.1</b>	Create a reading culture by promoting the importance and enjoyment of reading in enhancing literally individual wellbeing.	Year 1-3
<b>2.3.2</b>	Work with Council's Economic Development Unit to provide programs and services to support local business people and small business enterprises	Year 1-3
<b>2.3.3</b>	Support residents to navigate pathways to education, training, employment and the job placement sector through services and programs	Year 1-3
<b>2.3.4</b>	Explore opportunities for staff at the City of Greater Dandenong Libraries to provide assistance to residents in everyday activities linked to language, literacy and learning	Year 1-3
<b>2.3.5</b>	Develop and implement Readers' Advisory services and programs	Year 2-3
<b>2.3.6</b>	Provide Language and Literacy Services through the Libraries	Year 1-3
<b>2.3.7</b>	Continue to develop and deliver Learning Help for Adults drop-in program through the Libraries	Year 1-3
<b>2.3.8</b>	Expand artists and writers in residence opportunities to enable library users to engage with artists and artists with each other	Year 1-3
<b>2.3.9</b>	Offer programs that support and celebrate writing and spoken word as an art-form	Year 1-3
<b>2.3.10</b>	Participate in Emerging Writers' and Melbourne Writers' Festivals and related programs	Year 1-3

2.4 Support local students of all ages to develop their skills and knowledge through access to resources, spaces and learning opportunities.

	ACTIONS	TIMELINE
2.4.1	Work with local schools in developing library resources to support local students	Year 1-3
2.4.2	Work with local schools to support families and students as they transition through the school system	Year 1-3
2.4.3	Develop homework help support through the Libraries and online through online tutoring programs and other relevant resources	Year 2
2.4.4	Provide spaces for group work and study through the Libraries	Year 1-3
2.4.5	Trial VCE English Collection and complete evaluation	Year 1





# 3. SPACES



We provide flexible and accessible library spaces and where everyone feels welcome.

## Priority actions:

3.1 Provide flexible, inclusive, welcoming multi-purpose spaces to cater for a broad range of programs and services.

	ACTION	TIMELINE
3.1.1	Create dynamic, engaging, vibrant and interesting spaces and places within the library service to enhance visitor experiences that are fit for purpose and enhance community wellbeing	Year 1-3
3.1.2	Work closely with Council departments and public libraries to provide more integrated services to library users	Year 1-3
3.1.3	Plan and incorporate suitable spaces and facilities into the design and construction of the new Springvale Library	Year 3

3.2 Adopt a planned approach in keeping the library service and spaces up-to-date.

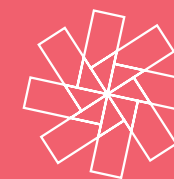
	ACTIONS	TIMELINE
3.2.1	Future proof library buildings to ensure they have the flexibility to address the evolving information, learning and reading literacy needs of the community	Year 3
3.2.2	Continue to investigate leading edge libraries, lifelong learning and service centres to design buildings and spaces that encourage the general community to enter, gather, participate and feel inspired	Year 1-3
3.2.3	Increase access to small group bookable meeting spaces	Year 3

3.3 Explore innovative models for providing accessible library spaces.

	ACTIONS	TIMELINE
3.3.1	Investigate options and make recommendations on opening hours 24/7 options for accessing Library Services	Year 3
3.3.2	Investigate options and make recommendations on automated / kiosk type services, and alternate service outlets in suitable locations through-out the city	Year 2



# 4. COLLECTIONS AND TECHNOLOGY



We provide current and relevant collections and resources to support literacy, lifelong learning and digital engagement.

## Priority actions:

4.1 Monitor trends and a plan for changing community to ensure our collections and resources are relevant to current and emerging communities.

	ACTIONS	TIMELINE
4.1.1	Review Community Language collection (Languages other than English) Code of Practice	Year 1-2
4.1.2	Ensure the relevance and maintenance of the physical library collection through maintaining the average age of the collection at less than 5 years	Year 1-3
4.1.3	Investigate and implement new collections and resources, both physical and online based on need and relevance to the community	Year 1-3
4.1.4	Conduct annual evaluation of online resources	Year 1-3
4.1.5	Increase user engagement with the development of the collection in line with collection and resource guidelines	Year 1
4.1.6	Implement trial of “on-the-spot” ordering for request items with collection and resource guidelines	Year 1

4.2 Provide access to digital resources that may not be readily available to the broader community.

	<b>ACTIONS</b>	<b>TIMELINE</b>
<b>4.2.1</b>	Provide access to “high-end” public computer facilities and other technology devices	Year 1-3
<b>4.2.2</b>	Develop library facilities so that they have adequate spaces and infrastructure to facilitate wireless internet access	Year 2
<b>4.2.3</b>	Review future requirements for Dandenong Library for Council’s Capital Improvement Program	Year 2
<b>4.2.4</b>	New Springvale Library opened with increased access and infrastructure to wireless internet facilities	Year 3

4.3 Seek innovative ways to promote our collections and online resources.

	<b>ACTIONS</b>	<b>TIMELINE</b>
<b>4.3.1</b>	Investigate innovative approaches to collection and resource promotion both in house, online and through social media	Year 2
<b>4.3.2</b>	Conduct review to identify future Library Management System needs	Year 1



4.4 Provide digital and creative spaces that connect users with learning opportunities.

	ACTIONS	TIMELINE
4.4.1	Provide flexible and informal Library 'Makerspace' areas and related technology, programs and resources	Year 1-3
4.4.2	Provide new technology discovery opportunities through the Dandenong Library and new Springvale Library	Year 1-3

4.5 Provide opportunities for the community to engage with the City's local history through access to resources and digitised images and the promotion of historical societies.

	ACTIONS	TIMELINE
4.5.1	Maintain information and resources relating to the history and memory of Greater Dandenong and inclusive of the local Indigenous community	Year 1-3
4.5.2	Increase community engagement with Council's heritage and cultural collection and develop pathways to collections of volunteer historical societies	Year 1-3
4.5.3	Proactively support the capture, preservation and presentation of local history and heritage in formats that are secure and protected	Year 1-3
4.5.4	Provide resources, technology and programs where people can discover and record their own histories and stories	Year 1-3
4.5.5	Promote the digital heritage portal (eHive)	Year 1-3
4.5.6	Implement interpretive displays at Heritage Hill, Libraries and/or the Civic Offices	Year 1-3
4.5.7	Promote and provide access to heritage collection and library resources for family history research	Year 1-3
4.5.8	Undertake digitisation project	Year 1-3

# 5. LEADING LIBRARY



We provide excellent customer service, adapt to new and changing needs, and engage and develop a skilled and responsive staff.

## Priority actions:

5.1 Continuously review and improve library service delivery.

	ACTIONS	TIMELINE
5.1.1	Review and enhance service model so that we continue to meet community needs	Year 3
5.1.2	Develop and implement a staff training and development plan	Year 1
5.1.3	Regularly seek library user feedback on the quality of library services	Year 1-3

5.2 Build on our existing volunteer services by developing increased and meaningful opportunities for volunteering.

	ACTIONS	TIMELINE
5.2.1	Increase community engagement in Library Services through providing a wide range of volunteering opportunities through the Libraries	Year 1-3
5.2.2	Investigate options to promote Libraries as a career choice through providing volunteer and work placement opportunities for young people	Year 3

5.3 Seek to identify innovative and appropriate partnerships and sponsorships to broaden our service offering.

	<b>ACTIONS</b>	<b>TIMELINE</b>
<b>5.3.1</b>	Seek partnership opportunities to increase program and service offerings through the Libraries	Year 2
<b>5.3.2</b>	Seek grant funding, philanthropic and sponsorship opportunities to deliver new Library programs and services	Year 1-3

5.4 Direct staff resources to best meet identified community needs and emerging trends.

	<b>ACTIONS</b>	<b>TIMELINE</b>
<b>5.4.1</b>	Develop and implement a training and development plan for library staff to support them in developing skills for future library services	Year 1
<b>5.4.2</b>	Foster and encourage collaboration and a co-operative team environment	Year 1-3
<b>5.4.3</b>	Investigate and implement “entry-level” employment opportunities	Year 2

5.5 Seek to inspire and develop our staff in alignment with the library vision and our strategic priorities.

	<b>ACTIONS</b>	<b>TIMELINE</b>
<b>5.5.1</b>	Create and sustain a safe and positive customer-focused workplace culture	Year 1-3
<b>5.5.2</b>	Provide professional learning and career development opportunities for Library staff	Year 1-3



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