



# Reading Ahead



# Our Goals

The Geelong Regional Library Corporation (GRLC) strives to enrich, empower and inspire the community we serve – providing library services and experiences that create opportunities for people to read, learn, work and connect with one another and the ever-changing world in which they live. Over the next four years this plan will guide us as we move ahead, striving to leave no community member behind. We will focus on four key goals.

## Our Vision

**A thriving regional community...**

- Enriched by reading
- Empowered by learning
- Inspired by information and ideas.

## Our Mission

**To be an exemplary library service. We will create opportunities for our community to read, learn, work and connect with each other and the world:**

- by providing safe, welcoming and inclusive places and spaces
- by facilitating equitable access to collections, programs, information and technology
- by nurturing discovery, creativity and innovation
- through the knowledge, expertise and encouragement of library staff.

### GOAL ONE

#### ***Join up, join in***

To deliver greater benefit to our community we must grow library usage and library membership. More readers, more loans, more library visits, more downloads, more people participating in library programs. We will reach out to and engage new library users, especially those in greatest need of support, so that they can access and benefit from the many services we offer.

### GOAL TWO

#### ***Making life better***

Everyone is welcome at the library, and the library has something to make everyone's life better. We will:

- foster a love of reading in people of all ages
- support development of reading and digital literacies – essential life skills in the modern age
- facilitate access to authoritative trusted information
- support digital and social inclusion
- fire the imagination through thought-provoking and inspiring experiences
- work with our partners to connect people with the services they need

- share stories and celebrate our heritage, our many cultures and our aspirations.

### GOAL THREE

#### ***Great customer experiences***

Our library users rate our performance very highly. We aim to do even better. The quality of the customer experience in our libraries and in library programs is directly related to the attitudes, knowledge and skills of our staff. We will empower and equip them to respond to users' needs in the most friendly, professional and expert manner possible.

### GOAL FOUR

#### ***Regional strength, local feel***

Among the state's 47 public libraries GRLC best displays the desired combination of high service levels, collections quality and usage delivered at average industry cost. We are Victoria's leading public library service. We will strive to remain an industry and community leader. We will build on the strength of a collaborative regional approach, realising opportunities for efficient and sustainable service delivery, while retaining a local feel in provision of library services to meet the varying needs of communities across the Geelong region.

# Message from the Chair and CEO

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The goals, strategies and actions set out in this plan provide a clear framework to steer the course of the Geelong Regional Library Corporation (GRLC) over the next four years.

The plan is reflective of the library's pivotal position within a complex and changing environment. It has been influenced by national and international trends in public library service delivery, changing demographics, and an evolving and increasingly technological workforce. At a regional level we service a large geographic area characterised in the main by rapid population growth, increased cultural diversity, a changing workforce and economy, and pockets of significant disadvantage. Each of these factors have contributed to the shape of this plan.

Recent years have seen a period of substantial growth and investment for the GRLC, particularly with the successful development and implementation of services offered from the Geelong Library & Heritage Centre. Our next phase re-focusses our efforts on some of the fundamental elements of public library service delivery – increasing engagement, developing community, promoting learning for life, focusing on customer service, and enhancing digital literacy. This plan positions us to build on our recent achievements and consolidate our position as the state's leading public library service.

We are an organisation for and of the community, and our commitment to providing inclusive, accessible and equitable services and spaces is paramount. Our libraries are at the heart of the communities we serve, providing a 'third space' – not home, nor work, but a neutral, safe and welcoming place for all. It is our challenge and aim to ensure that all the community has equitable access to our resources and programs, both digital and physical. We seek to increase our membership base and the number of

visits to libraries, as well as participation rates in programs and events. Whilst recognising the needs of our existing membership base and main-stream audiences, we also seek avenues to engage new members and target hard-to-reach groups. We endeavor to ensure everyone in the region can discover, create, learn and explore at their local library.

Collaboration is integral to our success as an organisation and as a central player in the local community. By nurturing partnerships with key stakeholders in the government, private and community sectors, we can extend our reach into the community, create efficiencies, and leverage opportunities to promote and celebrate the culture of the region.

Continual improvement and innovation is front and centre of our strategy, across all areas – from our digital service offer to our administrative processes. We see our role as a leader in the adoption of new technologies, and a provider of opportunities for the public to develop their digital skills and confidence. Our libraries are equipping people for a technology-rich future, providing essential life skills in the modern age. Integral to success in this area is investment in our workforce, the backbone of the GRLC. We continue to strive to create an organisational culture which supports and challenges staff to be their best.

We look forward to leading the GRLC as we embark on the actions set out in this plan, and bringing to life our vision of a thriving regional community...enriched by reading; empowered by learning; and inspired by information and ideas.

**Cr Margot Smith**  
Chair

**Patti Manolis**  
CEO

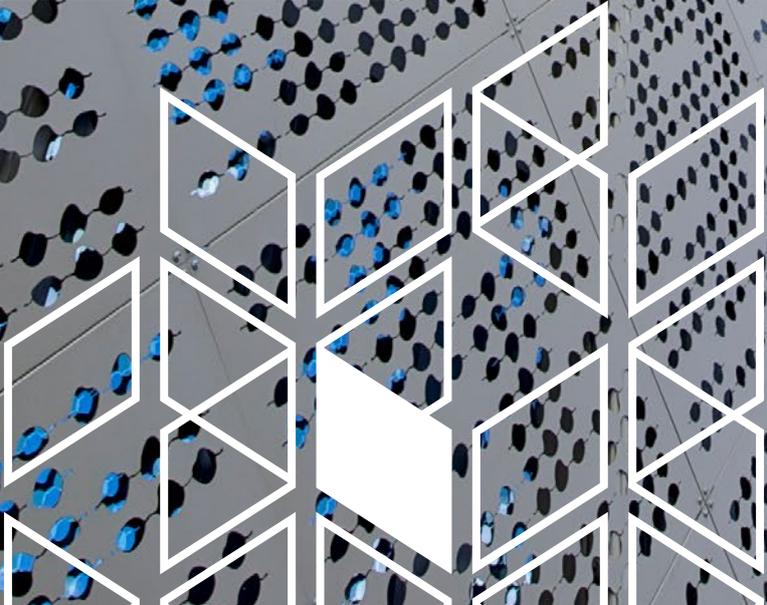


***“Our libraries are at the heart of the communities we serve, providing a ‘third space’ – not home, nor work, but a neutral, safe and welcoming place for all”***



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# About Geelong Regional Library Corporation

**The Geelong Regional Library Corporation delivers high quality library and information services to benefit communities across four local government areas via 16 library branches, two mobile libraries, a website and through outreach services in the community**

## **Geelong Regional Library Corporation**

The Geelong Regional Library Corporation provides library and information services to all residents and visitors in the Geelong region. One of 47 library services in the state of Victoria, the Corporation was formed in 1997 under the provisions of Section 196 of the Local Government Act, 1989.

The Corporation is governed by a Board of seven members made up of representatives of the four member Councils – the Borough of Queenscliffe; the City of Greater Geelong; Golden Plains Shire and Surf Coast Shire. The Board is responsible for policy, strategic and corporate planning and ensuring that library services and directions are aligned with the objectives and operations of the member Councils and the needs of their local communities.

The Corporation has an annual budget of approximately \$13 million, with 80% of funding coming from contributions by member Councils in accordance with the Regional Library Agreement. The remaining funding comes from State and Commonwealth Government grants, project funding and library generated income. On a per capita basis funding from member Councils is in line with the state average and industry benchmarks. In addition, over the past ten years the Board has overseen significant investment in new library buildings, fitout, collections, technology and library infrastructure. New libraries have been opened at Bannockburn, Lara, Waurn Ponds and Geelong; one

mobile library was replaced in 2014 and another refurbished in 2016; and other library branches have experienced major refurbishments.

## **Geelong Library and Heritage Centre – the Dome**

In 2015 the Geelong Library and Heritage Centre (GLHC) was opened adjacent to Johnstone Park on the site of the old Geelong library. Located within Geelong’s Cultural Precinct, with its iconic award-winning landmark design, the Dome is symbolic of the evolution of Geelong from a city founded on heavy industry to a centre for excellence, culture and learning. Sophisticated and technology-rich, this world-class facility is designed to meet the expectations of 21st century public library users, providing innovative library and information services.

An inspiring, multipurpose space the GLHC is, like any library, a place to meet and socialise; to read and study; to attend events; and use new technologies. Each level is unique with gathering places, reading spaces, the latest technology, contemporary collections, children’s and youth hubs, function zones, a café and more. It is also the new home of the Geelong region’s vast collection of heritage archives, providing a tangible and important link to the history of the area.

Since its opening the Dome has proven to be a vibrant gathering space for local residents and workers, and a destination that attracts tourists to the heart of Geelong.



### A thriving regional library network

Geelong Regional Libraries has one of the largest physical and virtual public library networks in the state, with service delivery occurring via 16 static branches, two mobile libraries, the library website and app, and outreach services in the community. The Geelong Library & Heritage Centre is Geelong city's central library with suburban branches in Belmont, Chilwell, Corio, Geelong West, Highton, Newcomb, Waurn Ponds and Western Heights. There are also library branches in the towns of Barwon Heads, Drysdale, Ocean Grove, Queenscliff, Torquay, Lara and Bannockburn. Mobile library services operate on the Bellarine Peninsula, Surf Coast and Golden Plains with weekly or fortnightly stops at 18 locations across the region. The library also provides services online through the website which hosts the library catalogue, information on resources and programs, digital collections, links and member services in community languages.

In October 2018 Leopold Library will open and new libraries in Armstrong Creek, Corio and Drysdale are planned in the next five years.

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***"It's a place for living, learning and expanding horizons. It caters for the needs of many different people in the community. I don't require all of the services on offer but I am glad that those services are there, because it means that I am connected with a place that brings the community together."***

**(Belmont Library member, 2016)**

**In a region with a population of 290,000 the strength of the library network and its valued place in the community is demonstrated by the high volume of library use. In 2016/17 Geelong Regional Libraries recorded:**



**120,841**  
registered library members



**1,956,363**  
visits to library branches  
and mobile libraries



**811,059**  
website visits



**532,081**  
online visits to the  
catalogue



**2,639,219**  
loans of print and digital  
collection items



**363,867**  
accesses to library  
eCollections



**171,409**  
information enquiries



**149,815**  
attendances at 6,255  
lifelong learning and  
cultural programs



**650,534**  
WiFi sessions,

The next four years are about further growing library membership and activity so that even more people benefit from access to library services.



# Building on What We Have Already Achieved

*Reading the Future: next generation libraries, the Geelong Regional Library Corporation's Library Plan 2013-2017, sought to deliver a library service for everyone. Through quality collections, technology access, engaging spaces, partnerships and programs we provided people with experiences that made the library an integral part of their recreational, social, educational and cultural life. The Library Board and staff are proud of what has been achieved together over the past four years.*

2013-2017 Strategies	Achievements
<p><b>1. Digital library</b></p>	<ul style="list-style-type: none"> <li>• Information and Communications Technology (ICT) Review and Digital Service Strategy completed.</li> <li>• ICT Security Review undertaken and ICT Security Policy System and Standards implemented.</li> <li>• New website developed and online catalogue redesigned.</li> <li>• WiFi rolled out across the branch network.</li> <li>• Audio-visual equipment in library meeting rooms upgraded.</li> <li>• New technologies introduced across the network, including Virtual Reality, 3D printing, robotics, accessible technologies, tablets and chrome books, along with a comprehensive calendar of digital literacy programs.</li> <li>• GLHC joins AARNet, providing 1Gbps and the fastest publicly accessible Internet in the region.</li> <li>• Completion of RFID Project.</li> </ul>
<p><b>2. Welcoming places and spaces</b></p>	<ul style="list-style-type: none"> <li>• GLHC opened November 2015.</li> <li>• GLHC shortlisted for the international Public Library of the Year Award 2016.</li> <li>• ARM Architecture win multiple architectural accolades for GLHC, including the Victorian Architecture Medal and the national Sir Zelman Cowen Award for Public Architecture.</li> <li>• External funding secured for replacement and redevelopment of mobile libraries serving communities on the Bellarine, Surf Coast Shire and Golden Plains Shire.</li> <li>• Planning and design completed for new Leopold Library, due to open October 2018.</li> </ul>

## 2013-2017 Strategies

## Achievements

### 3. Customer-driven collections

- Collection Development Policy and Collection Management Plan 2014-2017 adopted and implemented.
- Volume and range of e-books and other digital resources increased.
- 75% of physical collection purchased in past five years.
- Find Yourself in a Book Project in partnership with GASP and PFLAG expands access for young people to books with LGBTI characters.
- Implementation of Collection HQ to for collection development and maintenance.
- Book Club Kits service implemented.

### 4. Reading community

- Huge increase in library memberships.
- Comprehensive biennial library survey undertaken.
- Successful Word for Word Non-fiction Festival for Geelong established and delivered three times.
- Major expansion of lifelong learning and cultural programs on offer through the network.
- VCE, Arts and Literature and other special collections developed.

### 5. Culture and heritage

- Supplementary Library Agreement developed to support integration of Geelong Heritage Centre to GRLC.
- Successful operational and financial integration of Geelong Heritage Centre to the Corporation.
- Geelong Heritage Centre achieved Victorian State Government accreditation as a 'Place of Deposit'.
- Significance assessment of Heritage Collection completed.
- Geelong Heritage Centre experiences over 17 years' worth of visits previously experienced in old location in its first 12 month of operation.

### 6. Collaboration and partnerships

- GRLC a member of the Creative Communities: Cultural Benefits of Public Libraries statewide project.
- In partnership with Volunteering Geelong, reviewed volunteer practices and adopted a new Volunteering in the GRLC Policy Statement and guidelines.
- Worked with more than 120 partners across the region each year to enhance service and program delivery.
- Active membership of the G21 Regional Alliance Education & Training and Arts, Heritage and Culture Pillars.

### 7. Knowledgeable, innovative and accountable

- Independent analysis of statistical data identifies GRLC as the number one performing Victorian public library three years in a row with high levels of community participation, financial and operational efficiency achieved.
- Active participation on the Ministerial Council of Public Libraries' comprehensive review of public libraries in Victoria.
- Human Resources Compliance Audit and Review completed.
- OHS Audit and Review completed.
- Extensive range of staff training, conferences and tertiary study support delivered.
- Review of all constituent documents completed, including the Library Agreement.
- Branch Library Network Review completed.
- Advocacy for additional funding.



Since the development of the previous Library Plan the Geelong Regional Libraries have continued to grow and deliver high quality library services in the Geelong region.

- 121,000 registered library members
- 2 million visits to library branches in 2015/16, a 19% increase on 2011/12
- 432,000 physical collection items and more than 14,000 e-books available for download
- 107,000 e-book downloads, 19 times the number in 2011/12
- 99% increase in the number of participants in library programs and activities (to 150,000 in 2016/17)
- 200% increase in the number of computers available for public use (427)
- 651,000 Wi-Fi sessions at the libraries, more than ten times the 60,000 sessions in 2011/12
- 812,000 website visits in 2016/17.

A 2016 survey of more than 3,000 library users across the region showed very high and increasing levels of satisfaction with the libraries' services, collections and programs, with the support provided to users by library staff, and with the libraries' contribution to a safer, more informed and more inclusive community. The overall user satisfaction rating of 4.75 out of 5 was an increase on the 4.66 rating achieved in the 2012 survey and 4.50 in 2007. In 2016, every library branch had more than 70% of its users rate the library at 5 out of 5.

The Library Plan 2017-2021 builds on this strong foundation and looks ahead to create the libraries that will be needed to meet the demands of a fast-growing region and a more diverse and demanding population.

***“Provide a valuable resource to source information, encourage socialisation for every age group – particularly those who have limited socialisation opportunities. It encourages literacy and educates all areas of the community which can only lead to a more cohesive, resourceful and cooperative community. Libraries are vital to the health and wellbeing of our community.”***

**(Ocean Grove Library member, 2016)**

# A Changing Region

The Geelong Regional Library Corporation serves a diverse and changing region, from urban and neighbourhood areas in Geelong, Victoria's second largest city, to smaller communities in rural areas such as Bannockburn, Meredith and Smythesdale. The region extends from the coastal towns and tourist centres of Barwon Heads, Torquay and Queenscliff, to Lara and Avalon Airport bordering the south-western fringes of metropolitan Melbourne.

**Looking to the immediate and long-term future, the Geelong region is facing challenges in the areas of environment, settlement, land use, community strength and the economy.**

## Significant population growth

The four Local Government Areas served by Geelong Regional Libraries had a regional population of 290,000 in 2016.<sup>1</sup> Geelong is Victoria's fastest growing region with Golden Plains and Surf Coast Shires expected to experience 50% population growth by 2031. At the same time the City of Greater Geelong will increase its population by 34%, compared with forecast growth in regional Victoria of only 25%.

The urban development of 2,600 hectares of farming land at Armstrong Creek will accommodate the bulk of Geelong and the region's growth in the near future. The Armstrong Creek growth area is master-planned to provide housing for up to 65,000 people in approximately 22,000 residential homes. The area will be developed as a sustainable community, with a focus on walkability, public transport provision and sustainable water use. Armstrong Creek will have two dedicated employment precincts with Council anticipating creation of more than 22,000 jobs in the growth area, with a focus on high technology jobs and education.

## An economy in transition

Geelong's regional economy is in transition from an industrialised to a knowledge and service-based economy. Jobs in the region's manufacturing sector and heavy industries have declined significantly in the past five years with the loss of several large employers contributing to direct and flow on job losses across the region. Unemployment and underemployment have increased and the regional workforce is looking for opportunities to reskill.

In response, Commonwealth, State and Local Government initiatives are facilitating employment growth in new industry sectors in insurance, allied health, IT, tourism along the coast toward the Great Ocean Road, and intensive agriculture in the north and west. The education sector is also growing with Deakin University having a greater presence, attracting tertiary students into the region and supporting growth in research.

## Cultural diversity

Regional population demographics vary in age and profile. From traditional family and household structures

to areas with high commuting populations and young families, and those with high proportions of retirees and an ageing population. The Geelong region has historically had low levels of ethnic diversity, with only 16% of residents in 2011 not born in Australia (compared with 28% statewide). However, this is changing as recent immigrants from countries in Central Asia, the Middle East and North Africa move to the area for economic and lifestyle purposes and refugee resettlement occurs.



1. *Regional Population Growth, Australia 2015-2016*, ABS Cat. No. 3218.0.



mental illness, family breakdown and drug and alcohol abuse affect a small, but too high, number of people.

As a universally accessible service with the capacity to support learning outcomes and overcome social isolation, a challenge for the libraries is to simultaneously reach out to those in greatest need while continuing to serve its active user-base.

### Smart cities

The introduction of the NBN is facilitating growth in a network of smart cities across the nation. Development of smart cities requires vision and recognition of the fact that many of today's social, economic and sustainability problems can only be solved with the assistance of smart technologies. Smart cities create a symbiosis between information, the Internet of Things and technologies to make better decisions and provide desired services. These cities map community preferences to improve an expanding global innovation network. They do much more than creating a single great product or industry to stay ahead of the innovation curve. They develop visioning initiatives to create their preferred futures.<sup>3</sup>

A more diverse cultural mix presents both challenges and opportunities for community planning, with the region's libraries having to reconsider the scope of their English language collections and collections in languages other than English, as well as the range of cultural engagement programs they provide.

### Social wellbeing and cohesion

The G21 Region Profile highlights the polarised socio-economic profile of the Geelong region. Some parts of Surf Coast, Queenscliffe and inner Geelong have relatively low levels

of socio-economic disadvantage while north and eastern Geelong and some rural areas have relatively high levels of disadvantage. This disadvantage takes the forms of generational unemployment, low levels of educational attainment and school completion, high levels of low-skilled occupations, poor health outcomes, low incomes and high dependence on welfare and low levels of Internet access.<sup>2</sup> Adult and youth homelessness associated with a shortage of affordable housing, unemployment, domestic violence,



2. *G21 Region Profile*, G21 Regional Alliance, October 2014.

3. *Here's what smart cities do to stay ahead*, Colin Russo, The Conversation, 24 Feb 2017.

# A Changing World

Public libraries operate in a world experiencing “massive demographic change colliding with huge technological growth and significant social change.”<sup>4</sup> These changes place significant demands on public libraries to support their communities at a time when the population is growing, the economy is in transition, global political forces are shifting and technology is evolving at a rapid rate. Consequently, many of the drivers of change in library service provision in the next five years will come from outside the library sector.

Some of the more significant societal trends that will impact on public libraries include:

- **Population and demographic transformation.** This includes:
  - an ageing national population, with a projected increase of people aged 65 years and over from 6.4% of the population in 2012 to 14.4% in 2060
  - baby boomers leaving the workforce and entering retirement with expectations of continued opportunities for involvement in the social, learning and creative life of their communities
  - increasing cultural and ethnic diversity and a greater number of languages spoken across communities, accompanied by greater demand for libraries to offer English language programs
  - continued urbanisation of the Australian population, with major population and employment growth predicted for capital cities and large regional centres.
- **Work and the workforce.** Australia generally, and some regional centres in particular, are experiencing a shift from an industrial to a knowledge economy. This is highly disruptive for many workers having to make the transition to jobs in the new economy, where people will enter and move through the workforce with 21st century skills including digital literacy and problem solving.

The nature of work is changing too. Manufacturing and construction jobs used to only require manual skills, but now involve awareness and use of technology. Telecommuting changes people’s work patterns and working environments. At the same time, today’s school leavers face a future with 17 jobs and 5 careers.<sup>5</sup>

- **Technology.** Access to technology and digital literacy skills are now integral to effective participation in society, access to eGovernment services and information, and engagement with learning and community activities. The NBN is now reaching most parts of Australia creating opportunities for more powerful forms of communication and data exchange. However, significant numbers of the population lack confidence and skills in using computers and are looking for support. At the same time, some people who are constantly connected also desire to find a place and space where they can take time to unplug from technology, and reflect and recharge.
- **Information literacy.** The Internet, social media and new applications have created an explosion in the amount of information available to the public and the pace at which it can be shared. Some of this information is authoritative, but most is un-mediated and untested. Many people, including the digital natives and millennials, are not equipped to manage the deluge of unfiltered information that is available

through the Internet. They do not have the information management and discovery skills to match their ability to access, for example, the massive amount of online health information, not all of which is authoritative and reliable. The general population is struggling to identify what information is credible. Skills in searching for, accessing, filtering and interpreting information will be in increasing demand. Librarians are experts in this field and the profession should leverage the trend

- **People places.** Increased housing density, increased life expectancy and increased digital connectivity all in different ways lead to the same outcome – increased demand for safe accessible public spaces. People living in smaller dwellings are looking for other places like cafes and libraries where they can spend social and recreational time. As people live longer there are likely to be more single person households and more people looking for opportunities and places to meet and connect to overcome social isolation. Similarly, many who spend a large amount of time working, socialising or playing online will also want access to active people places.
- **Literacy.** Australia’s international rankings on early years, youth and adult literacy are falling. This includes language literacy, English language fluency and critical STEM skills (e.g. science, technology, engineering and mathematics).

4. McCrindle, Mark, *Australia’s Changing Household Landscape*, 2013, [www.mccrindle.com.au/australian-communities-blog/tag/baby-boomer](http://www.mccrindle.com.au/australian-communities-blog/tag/baby-boomer).  
5. *Job Mobility in Australia*, The McCrindle Blog, 2014.



# Changing Libraries

**As the world around them changes, public libraries continue to evolve and adapt to the changing needs of their communities.**

## **The modern library is very different from the library of even five or ten years ago**

- Public libraries embrace technology access as a core service (e.g. wireless access from mobile devices) and technology as a service enabler (e.g. self-checkout).
- Thousands of eResources are available for download. Free wifi is accessible. People of all ages use library computers to access information, search the Internet, communicate with family overseas, stream movies, play games or write a job application.
- Author Encounters, Minecraft Monday, play readings, 3D printer classes, Code Club, virtual reality experiences, social activities and other programs attract a variety of users.
- Libraries in Smart Cities engage new audiences through Makerlabs, tech hubs and dedicated learning spaces that raise awareness of new technologies, increase digital inclusion, and provide an opportunity for practical skills development that boosts employability.

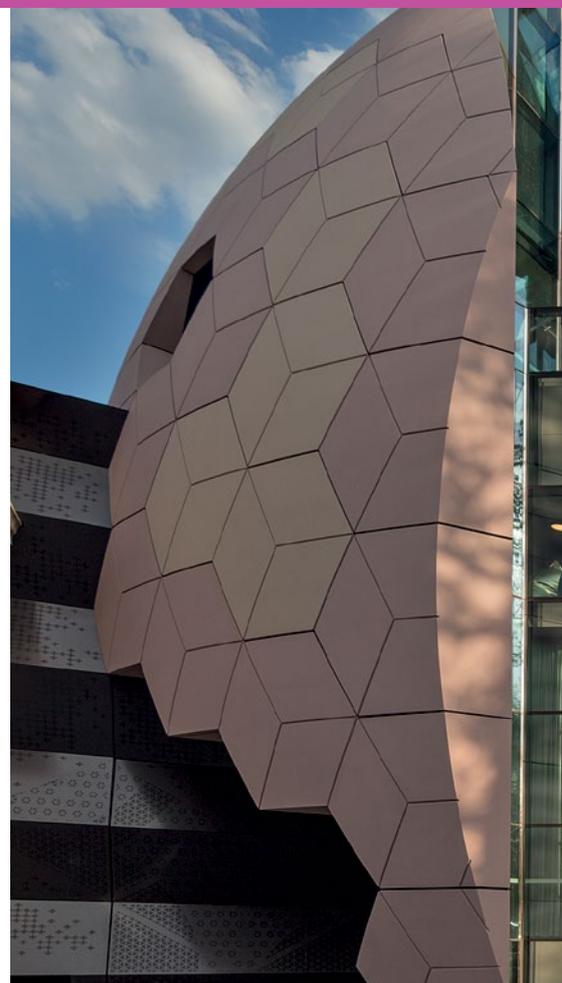
The contemporary library has been described as 'the third place'<sup>6</sup> – a place after home and work/school where people spend time and can feel comfortable in a communal environment. Community research shows that the library is a safe neutral place where all are welcome and access is free.

## **Library services**

Library collections continue to be

the most well-known feature of the public library. Beyond their collections, however, libraries have become places for learning and discovery, centres for creativity and personal growth, and places to connect with people and culture. To support this diversity of user demands, public libraries offer a comprehensive range of services.<sup>7</sup>

- Collections. Geelong Regional Libraries' provision of print materials and electronic resources for reading, listening to and viewing supports its core roles in lifelong learning, reading for pleasure and the documentation and preservation of cultural memory.
- Programs. Geelong Regional Libraries' What's On booklet is full of programs and activities for people of all ages and interests at library branches and community locations across the region. Library programs are often related to a part of the library collection, a targeted population demographic, a learning outcome or development of particular skills. Through programming, libraries efficiently deliver real and significant benefits to individuals and communities.
- Information services. Library professionals are trusted guides to the world of information – helping people to develop skills in navigating and accessing the information they need. Geelong Regional Libraries' staff also guide and assist library users by helping them to select, filter, find and use printed and online material.
- Access to technology. Technology access and digital literacy are



integral to effective participation in contemporary society, access to government services, and engagement with learning and community activities. Geelong Regional Libraries have an important role in providing free access to computers and the Internet, especially for people who might otherwise not have access because of cost, difficulty of use or a need to access specialist equipment (e.g. large format display and keyboards for people with vision impairment).

- Places and spaces. An increasingly important part of the libraries' service offering is its use by the community as a place or space. At the library ... people sit and read the newspaper, students do homework (alone or in groups), community groups use the library meeting rooms, people work on their laptops in quiet spaces, people relax in the comfortable chairs on a sunny afternoon.

6. *The Great Good Place*, Ray Oldenburg, 1989.

7. The classification of services here draws on the service profile described in *Guidelines, Standards and Outcome Measures for Australian Public Libraries*, Australian Public Library Alliance and Australian and Information Association, 2016.



### **Libraries change lives**

Every day libraries help people to read, learn, discover, relax and connect with information, people and ideas. For many people the library is an integral part of their life and their community.

The 2016 Australian Public Library Guidelines<sup>8</sup> describe six key outcomes from the work of libraries. More than just traditional measures of library output such as the number of loans or visits, these individual and community outcomes result from libraries helping people to improve their knowledge and skills or change attitudes and behaviours.

### **Literacy and lifelong learning**

For a long time public libraries have played a valuable role in helping children to learn to read through Story Time programs and children's collections. While this continues to be a cornerstone of library programming, libraries also offer programs and resources to support adult literacy and digital literacy, as well as collections,

programs and facilities that enable and encourage people of all ages and interests to pursue formal and informal study and lifelong learning.

### **Stronger and more creative communities.**

Public libraries strengthen communities and build social capital by providing an inclusive forum and support for expression of creativity and cultural identity. They preserve the past, celebrate the present and embrace the future by ensuring free and equitable access for all people, collecting and promoting local cultural content, and celebrating diversity and promoting intercultural conversations and tolerance.

**"...libraries have become places for learning and discovery, centres for creativity and personal growth, and places to connect with people and culture."**

8. *Guidelines, Standards and Outcome Measures for Australian Public Libraries*, Australian Public Library Alliance and Australian Library and Information Association, 2016.



### Digital inclusion

The ability to access and use technology is becoming a pre-requisite for effective participation in society. Today, the only way to access some information, government and business services is through the Internet. Yet 14% of Australian households do not have Internet access.<sup>9</sup> Libraries play an important role in supporting digital inclusion and providing a safety net across the digital divide. Libraries provide free access to computers and the Internet, technical support to computer users, and training to people with low levels of digital literacy.

### Informed and connected citizenship

Many people come to their neighbourhood library to connect with one another and find out what is happening in their community. The library is becoming the new 'town square,' a non-commercial place in a busy central location close to or co-located with other community facilities, education and cultural organisations.

### Personal development and wellbeing

Everyone is welcome to use the library as they choose, be this reading for pleasure, meeting friends and people with common interests, accessing everyday information, accessing information that supports health and wellness, managing personal finances or being somewhere safe where there are other people.

### Economic and workforce development

Public libraries support economic and workforce development by providing access to the Internet to allow people to search and apply for jobs online and access to computers to allow people to write job applications. Libraries are increasingly providing spaces where start-ups and small businesses can work, research, communicate and collaborate with customers and business partners.

### Responding to local community needs

The success of the modern library relies upon it having a deep understanding of, and close relationships with, its local and regional community. Libraries can ensure that the scope, delivery and management of their services responds to local needs and interests and contributes to achievement of meaningful outcomes for library users and the community by:

- ensuring universal access to library services within the community and providing safe and trusted public spaces where everyone is welcome
- reflecting community needs and aspirations and engaging the community in shaping library services
- being a champion of the community's unique cultural identity
- creating and nurturing partnerships that build community and individual resilience and capacity.<sup>10</sup>

Public libraries also understand that the diverse spectrum of community needs in information, learning, literacy, employment skills, and leisure cannot be met by working in isolation. It requires a strategically aligned and coordinated approach across organisations working in the community – libraries, kindergartens and schools, education providers, community service agencies, indigenous and cultural organisations, historical societies, other council departments and government agencies. The benefits of co-operation with community partners include less duplication of service, leverage of resources for maximum effect, and an overall improvement in service to the community.

9. *Household Use of Information Technology Australia, 2014-15*, ABS Cat. No. 8146.0.

10. *Guidelines, Standards and Outcome Measures for Australian Public Libraries, 2016*



# Public Libraries – Policy and Research Context

The principles that underpin library operations are expressed in a range of international, national and state level library vision statements, manifestos and guidelines. These provide support and guidance for development of library services at the regional and local level.

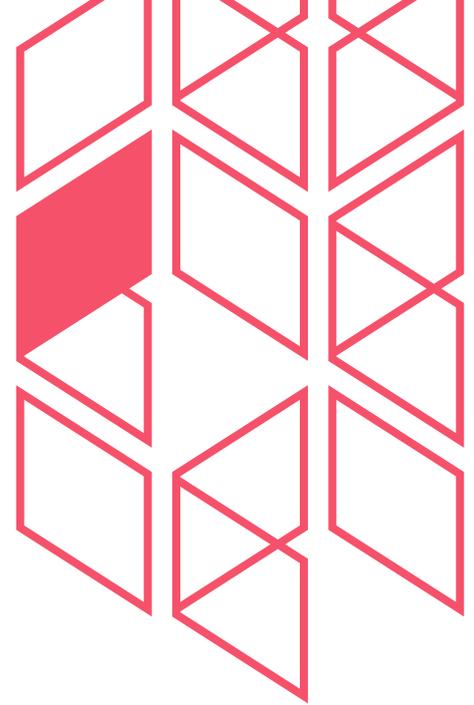
## UNESCO Public Library Manifesto

The UNESCO Public Library Manifesto provides the most significant international statement concerning public libraries. It gives expression to the belief in the public library as a living force for education, culture and information, and as an essential agent for the fostering of peace and spiritual welfare. The Manifesto emphasises that public library services should be:

- provided on the basis of equality of access for all
- physically accessible to all members of the community
- relevant to local needs and conditions
- responsive to the needs of those who cannot, for whatever reason, use the regular services and materials of the library.

It expresses that the following key missions which relate to information, literacy, education and culture should be at the core of public library services:

1. creating and strengthening reading habits in children at an early age;
2. supporting both individual and self-conducted education as well as formal education at all levels;
3. providing opportunities for personal creative development;
4. stimulating the imagination and creativity of children and young people;
5. promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;
6. providing access to cultural expressions of all performing arts;
7. fostering inter-cultural dialogue and favouring cultural diversity;
8. supporting the oral tradition;
9. ensuring access for citizens to all sorts of community information;
10. providing adequate information services to local enterprises, associations and interest groups;
11. facilitating the development of information and computer literacy skills; and
12. supporting and participating in literacy activities and programmes for all age groups, and initiating such activities if necessary.



### **Australian Library and Information Association (ALIA)**

The Australian Library and Information Association is the professional organisation for the Australian library and information services sector. It released the 3rd edition of national standards and guidelines for Australian public libraries in July 2016.<sup>11</sup> These are intended to encourage best practice and equity in service delivery.

### **Framework for Collaborative Action – Library Board of Victoria and Public Library Victoria Network**

The *Framework for Collaborative Action* defines the way in which the Library Board of Victoria, through the State Library of Victoria, works with the public library network to deliver improved library services to Victoria's communities. The focus is on working to support: improved library access and collections; collaboration and sharing across library services; better skilled staff; and increased community and government understanding of, and engagement with, libraries.

### **Landmark social and economic impact research**

The State Library of Victoria, Public Libraries Victoria Network and individual library services have, over the last decade, undertaken landmark research into the critical role of public libraries in strengthening community capacity and wellbeing. The *Libraries Building Communities; Dollars, Sense and Public Libraries; Creative Communities and Victorian Libraries 2030 Strategic Framework* research have described and determined the value of public libraries in cost-effectively supporting Commonwealth, State and Local Government endeavours to increase community engagement, creativity and cohesion.

11. Australian Library and Information Association, *Australian Public Library Guidelines, Standards and Outcome Measures for Australian Public Libraries*, 2016





# A Strategic Framework

Geelong Regional Library Corporation 2017 to 2021

## Vision

**A thriving regional community...**

- Enriched by reading
- Empowered by learning
- Inspired by information and ideas.

## Mission

**To be an exemplary library service. We will create opportunities for our community to read, learn, work and connect with each other and the world:**

- by providing safe, welcoming and inclusive places and spaces
- by facilitating equitable access to collections, programs, information and technology
- by nurturing discovery, creativity and innovation
- through the knowledge, expertise and encouragement of library staff.

## Values

**The Board and staff of the Geelong Regional Library Corporation will work together and with the community to deliver exemplary library services. Our work will be guided by the following service principles.**

### Intellectual freedom

We encourage and facilitate the free exchange of ideas and information as vital for a democratic society. We support the right of all community members to read, learn and connect with each other and the world.

### Equity and access

We promote and deliver free, accessible and universal access to information, ideas, the Internet and works of the imagination. We encourage involvement from across our diverse community.

### Community focus and engagement

We seek out, listen to and respond to community input. Community needs and aspirations drive the way we shape and deliver library services.

### Innovation

We encourage creativity, change for the better and new ways of thinking in how we engage with our community, deliver services and manage the organisation.

### Collaboration

Staff and Board members work together, with partners and others to ensure high service standards and to make a strong contribution to the development of equity and social capital in our community.

### Workforce support and development

We choose a professional workplace culture that motivates staff to strive for excellence and provide exceptional services.

### Integrity and service excellence

We are open and honest in the way we conduct business. We are accountable for the effective and efficient management of library resources and strive to deliver the very best service possible to our community.

### Good governance

Our Board will exercise its governance and accountability responsibilities in the best interests of the Corporation, to achieve outcomes that are aligned with, and which enhance, the four member Councils' community wellbeing and cultural objectives.

## Our Goals

**The Geelong Regional Library Corporation (GRLC) strives to enrich, empower and inspire the community we serve – providing library services and experiences that create opportunities for people to read, learn, work and connect with one another and the ever-changing world in which they live. Over the next four years this plan will guide us as we move ahead, striving to leave no community member behind. We will focus on four key goals.**

### GOAL ONE

#### *Join up, join in*

To deliver greater benefit to our community we must grow library usage and library membership. More readers, more loans, more library visits, more downloads, more people participating in library programs. We will reach

out to and engage new library users, especially those in greatest need of support, so that they can access and benefit from the many services we offer.

### GOAL TWO

#### *Making life better*

- Everyone is welcome at the library, and the library has something to make everyone's life better. We will:
- foster a love of reading in people of all ages
- support development of reading and digital literacies – essential life skills in the modern age
- facilitate access to authoritative trusted information
- support digital and social inclusion
- fire the imagination through thought-provoking and inspiring experiences
- work with our partners to connect people with the services they need
- share stories and celebrate our heritage, our many cultures and our aspirations.

### GOAL THREE

#### *Great customer experiences*

Our library users rate our performance very highly. We aim to do even better. The quality of the customer experience in our libraries and in library programs is directly related to the attitudes, knowledge and skills of our staff. We will empower and equip them to respond to users' needs in the most friendly, professional and expert manner possible.

### GOAL FOUR

#### *Regional strength, local feel*

Among the state's 47 public libraries GRLC best displays the desired combination of high service levels, collections quality and usage delivered at average industry cost. We are Victoria's leading public library service. We will strive to remain an industry and community leader. We will build on the strength of a collaborative regional approach, realising opportunities for efficient and sustainable service delivery, while retaining a local feel in provision of library services to meet the varying needs of communities across the Geelong region.

## Strategies

1. Welcoming places and spaces
2. Learning for life
3. Creativity and innovation
4. Sharing our stories
5. Better together
6. Capable, confident and caring







# Strategies for Success

The Board and staff of the Geelong Regional Library Corporation work together in the interests of the regional population and the four member Councils. Over the next four years we will strategically direct our resources and energies to delivering library services, collections, programs, spaces and experiences which will enable us to achieve our goals.

## STRATEGY

### 1. Welcoming places and spaces

Present welcoming, purposeful and safe physical and digital library facilities at the heart of the community.

### 2. Learning for life

Deliver engaging library programs, print and digital collections, events and activities that encourage reading, support a range of literacies, promote lifelong learning and increase access and inclusion.

### 3. Creativity and innovation

Provide creative and co-working spaces, technology, and learning opportunities that stimulate innovation and equip people with skills and confidence for the future.

### 4. Sharing our stories

Capture, share, celebrate and preserve the stories – past and present – that tell of our region’s heritage, culture, creative endeavour and aspirations.

### 5. Better together

Work collaboratively with community, government and business organisations to increase awareness of, access to and use of library services among targeted population groups.

### 6. Capable, confident and caring

Create an organisational culture that expects, supports and recognises relevant knowledge and expertise, excellent customer service, creativity and innovation, flexibility, good governance and accountability.



*“Access to the world at our fingertips, hard copy and online. So much to discover, so little time – I go whenever I have some spare time. The library has a huge impact on me and the whole community.”*

(Belmont Library member, 2016)

# Actions

The Geelong Regional Library Corporation will take action to achieve its targeted strategies. Many short-term actions will be implemented within the next year with others coming to fruition over the life of the plan.



## STRATEGY 1.

# Welcoming places and spaces

Present welcoming, purposeful and safe physical and digital library facilities at the heart of the community.

- Actively participate with member Councils in planning and delivery of new and refurbished libraries including, Leopold Community Hub Stage 2, Hesse Street Hub, Lara, Drysdale, Armstrong Creek, Northern Arc Project, Smythesdale Well, Torquay and other growth areas in the region.
- Review and update the 2009 Public Library Buildings Development Strategy, service model hierarchy and planning guidelines with a regional approach.
- In partnership with member Councils address building infrastructure to improve access for all and ensure safe and purposeful public library facilities.
- Implement recommendation of the GRLC OHS Audit and Review.
- Enable improvement and change of internal library layout and facilities to incorporate a mix of flexible spaces that facilitate and support responsive, comfortable and safe spaces to read, learn, study, work and meet.
- Complete and implement opening hours review to ensure equitable access to library services across the region.
- Review website and online spaces ensuring ease of access and use, content richness interactivity, maximising marketing possibilities and awareness raising.
- Strive to reduce environmental impacts of library operations and spaces.
- Encourage and facilitate the use of our libraries' meeting, discussion and events spaces for a range of lifelong learning and cultural activities.

*"It's a space for people outside of their home or their work. I think it's called the 'third place', and these spaces are super-important for people's overall well-being and to feel like they have a place to go and feel a part of the world. I think GRLC provides those spaces for people from all walks of life, and that's an important service to provide for the community (other than books, of course!)"*

**Geelong West Library member, 2016**

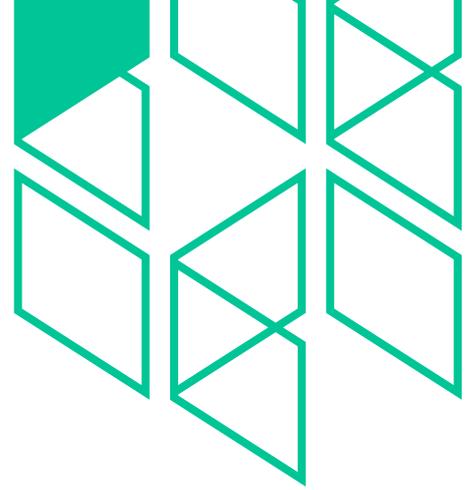
*"It is the 'safe haven' aspect. You really do just feel like you are OK in a library. It is reliable and courteous and considerate and generous. Yes, a lot of it is about the generosity. It is such a KIND thing to do - to loan someone a book (or CD or whatever) and expect nothing back. You feel cared for within your community. It is extraordinarily precious."*

**Belmont Library member, 2016**

## STRATEGY 2.

# Learning for life

**Deliver engaging library programs, print and digital collections, events and activities that encourage reading, support a range of literacies, promote lifelong learning and increase access and inclusion.**



- Continue major emphasis in the provision of preschool and children's services and on developing early literacy programs to increase reading enjoyment, lifelong learning skills and support families as a child's first educator.
- Increase engagement with young people to support development of transliteracy skills.<sup>12</sup>
- Create a Reader Development Strategy that optimises tailoring, take up and impact of collections and builds the region as a reading community.
- Develop a calendar of community responsive programs that increase reading, information and digital literacies, increase lifelong learning, build 21st century skills and enable sharing of knowledge.
- Increase resources for the procurement of a broad range of print and digital content in response to customer demand, expectations and publishing trends.
- Deliver the region's Word for Word Non-fiction Festival annually.
- Review and update Collection Development Policy and implement Collection Management Plan.

*"I go to different libraries to participate in Toddler Time depending on what we feel like doing on a particular day. Sometimes I drop into libraries just to pass some time. I have never ever encountered an unfriendly library staff member after using their libraries for more than 15 years."*

**Queenscliff library member, 2016**

*"I think it's important having storytime sessions for children. We always used them when my children were young. I love the sessions helping us to learn more about computers, digital magazines and I think seniors sessions are a great idea for helping older people feel connected."*

**Waurm Ponds library member, 2016**

12. *Transliteracy* - the ability to read, write and interact across a range of platforms, tools and media from signing and orality through handwriting, print, TV, radio, and film to digital social networks





### STRATEGY 3.

# Creativity and Innovation

**Provide creative and co-working spaces, technology, and learning opportunities that stimulate creativity and innovation and equip people with skills and confidence for the future.**

- Review events and programming offer to ensure delivery is in line with expressed priorities and is meeting community needs.
- Lead the adoption of and opportunities to extend community access to new and emerging technologies.
- Explore opportunities to develop purpose-designed co-working spaces for creative industries and entrepreneurship in libraries including participation in the State Library of Victoria's *Start Space* project.
- Develop digital hubs in community libraries including maker spaces and maker technologies.
- Implement the recommendations of the Wide Area Network review and continually seek to improve Internet access and speeds wherever possible across the network.
- Explore and utilise technology to extend services further into rural areas.
- Develop a strategic plan for the Geelong Library and Heritage Centre to enable its continued positioning and success as a world class and innovative cultural and lifelong learning institution.
- Investigate and implement the use of Smart technology to support data driven decision making.
- Conduct ICT Standards Compliance Audit and address gaps and weaknesses.

*"The library offers accessible spaces and facilities to everyone in the community. Free access to computers, WiFi and information sessions ensure people from all walks of life can benefit and gain new skills or learn something new."*

GLHC member, 2016

*"A wealth of knowledge and wonder."*

Bannockburn Library member, 2016





## STRATEGY 4.

# Sharing our stories

Capture, share, celebrate and preserve the stories – past and present – that tell of our region’s heritage, culture, creative endeavour and aspirations.

- Develop a calendar of community focused programs that celebrate local culture and heritage including a focus on the narrative arts, knowledge & ideas, and creative endeavour.
- Showcase the creative output of local writers and artists through programming and collection development.
- In collaboration with our cultural precinct and other cultural organisation partners develop platforms for collaborative cultural programming and work.
- Support the community’s cultural mosaic, celebrate and nurture diversity and stimulate cross-cultural conversation and understanding.
- Explore funding opportunities to establish a Geelong Library and Heritage Centre Fellowship Program providing artists and scholars the opportunity to explore, repurpose or creatively respond to the collection.
- Provide the Geelong region community with a Heritage Centre that is recognised as leader in Australia.
- Improve discoverability and accessibility to the collection and archive by developing a Heritage Centre Collection Management System with public web interface.
- Preserve regional memory by developing and implementing a Heritage Centre Digitisation and Preservation Plan including a fully integrated Digital Repository.
- Work with local history organisations and groups to capture, describe and increase access to the region’s dispersed heritage collections and stories.

*“Geelong Library and Heritage Centre have been very helpful in enabling me to progress with my family history.”*

**Bellarine Mobile Library member, 2016**



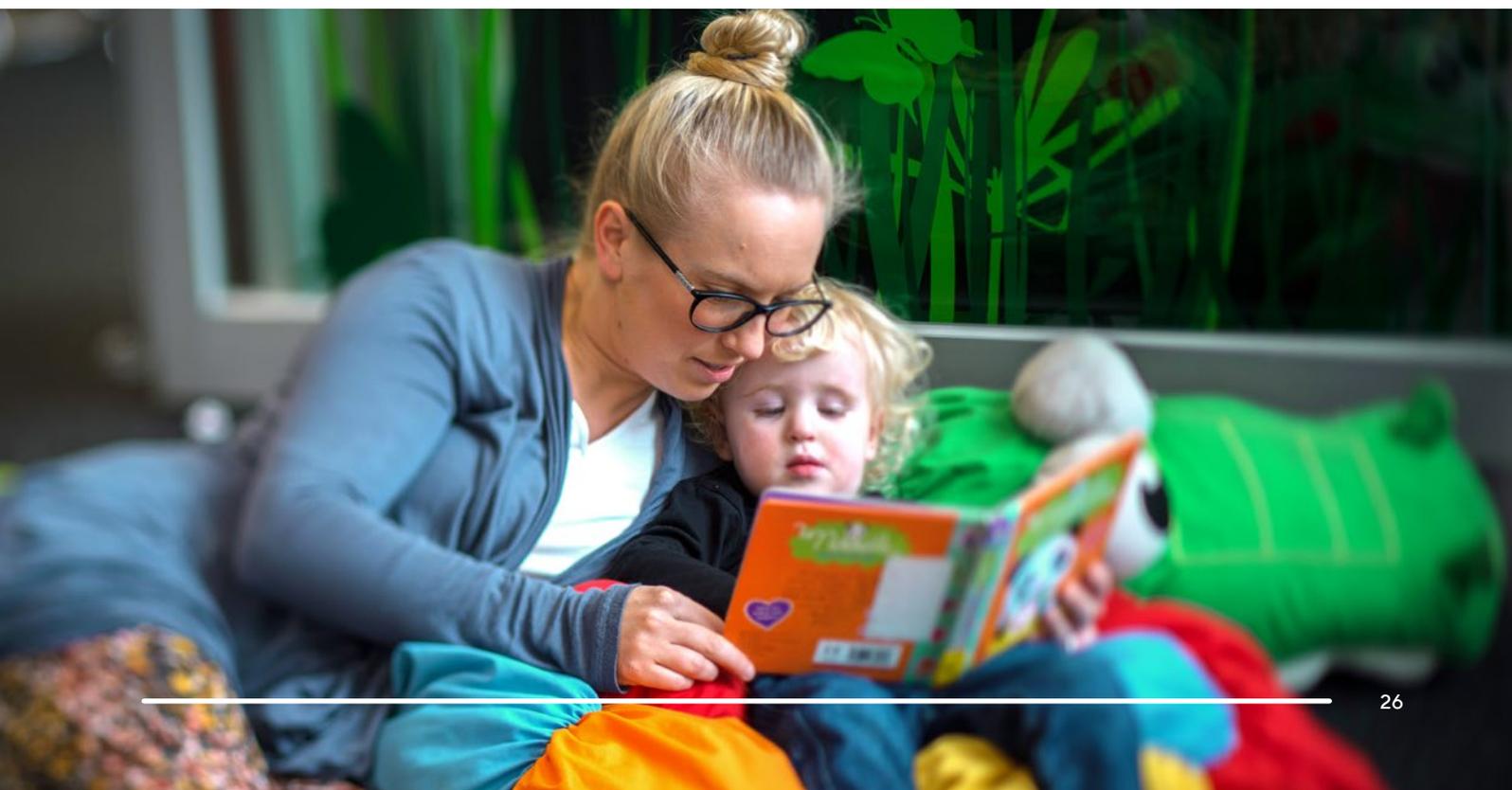
## STRATEGY 5.

# Better together

**Work collaboratively with community, government and business organisations to increase awareness of, access to and use of library services among targeted population groups.**



- Work closely with our member Councils and in alignment with their visions and strategic priorities to maximise community wellbeing.
- Increase engagement with the Wathaurong Community to ensure the delivery of relevant, community responsive and culturally sensitive services, programs and access.
- Pursue opportunities to form strategic partnerships with key community learning and formal education organisations.
- Develop an Access and Inclusion Plan utilising the knowledge and expertise of regional partners including multicultural, disability, education and community services organisations.
- Develop strong connections and partnerships across multiple sectors to enable integrated program planning, project delivery opportunities and to extend the reach into communities.
- Establish Friends of Geelong Regional Libraries.
- Explore opportunities, costs and benefits of participating in the statewide Library Management System project.
- In partnership with State Library Victoria and Public library Network participate actively in the next Triennium of statewide projects including *Create, Memory, Learn and Lead, Advocate and Read.*
- Undertake a comprehensive survey of the region's library community every two years and address findings and recommendations.
- Ensure staff are part of relevant and aligned professional, planning and service networks.



## STRATEGY 6.

# Capable, confident and caring

**Create an organisational culture that expects, supports and recognises relevant knowledge and expertise, excellent customer service, creativity and innovation, flexibility, good governance and accountability.**

- Align our staffing policies, systems, and processes with strategic priorities and community need.
- Redevelop and implement performance management and appraisal systems that enable excellence in service delivery, career development and training opportunities.
- Develop and implement an Organisation Culture and Customer Services Strategy that responds to the Library Plan, the needs of a modern library service and the biennial staff engagement survey.
- Strengthen leadership capacity across the organisation and create staff forums that foster communication, creativity and innovation in library services.
- Develop on an annual basis marketing, media and communications and community engagement plans in order to effectively target our services and raise the profile and awareness of the GRLC.
- Ensure financial sustainability through advocacy, alternative streams of funding and operational and financial efficiency.
- Review current financial services arrangements and services to ensure value for money and focus on GRLC priorities.
- Develop an Evaluation Framework focused on impact for GRLC services and programs for planning, development and advocacy purposes.
- Conduct annual audit against 2016 *Australian Public Library Guidelines Standards and Outcome Measures 2016*, and benchmarking data from annual survey of Victorian public libraries in order to understand and act on industry standing and financial position.
- In partnership with member Councils develop a financial plan for the life of the Library Plan and work towards a ten year financial plan.
- Develop a Volunteer Strategy to support the growth and reach of the GRLC and a Corporate Responsibility Program.





WHAT'S ON  
AT THE  
LIBRARY

January 2015



WELCOME TO THE LIBRARY  
LIBRARY SERVICES  
LIBRARY SERVICES



# Key Performance Indicators



The success of the Geelong Regional Library Corporation in implementing this Strategic Plan, supporting the vision and adopting the actions described will be measured through the following aspirational, operational and accountability indicators. Regular progress reports on progress and

achievement of key performance indicators are provided to the Board on a half yearly basis and an annual report adopted by the Board before being presented to the State Minister for Local Government for tabling in Parliament.

Indicator	Measure	Target (Standard)
<b>Membership</b>	Library members as % of population	60%
<b>Collection (quality)</b>	% of library collection purchased in past 5 years	70% (National enhanced target library standard)
<b>Library use</b>	<ul style="list-style-type: none"> <li>Number of annual library visits (physical, mobile, joint use) per capita</li> <li>Number of annual library visits (virtual) per capita</li> </ul>	Equal to or above average level for Victorian public library services  Increasing usage trend
<b>Access to ICT</b>	Number of public access PCs per capita	1 PC for every 2,000 population (National enhanced target library standard)
<b>Program participation</b>	Number of participants in library programs and activities (physical and online) per capita	Equal to or above average level for Victorian public library services  Increasing usage trend
<b>User satisfaction</b>	Library user satisfaction	Overall satisfaction rating of 9 out of 10 or higher in library user surveys
<b>Community strengthening</b>	% of library users that believe the library: <ul style="list-style-type: none"> <li>is a hub for community activities and connections</li> <li>encourages reading</li> <li>helps to develop literacy skills</li> </ul>	User ratings of 8.4 or higher in library user surveys
<b>Social inclusion</b>	<ul style="list-style-type: none"> <li>Number of library members by postcode</li> <li>Library participation and usage statistics</li> </ul>	Increased membership and participation in library programs in targeted areas. Positive results in impact studies
<b>Partnerships</b>	Scope and level of engagement of community organisations and groups in library service planning and delivery	Increased number and range of service and planning partners and formal partners.
<b>Staffing</b>	<ul style="list-style-type: none"> <li>Professional learning expenditure per EFT</li> <li>Overall staff satisfaction rating</li> <li>Staffing levels</li> </ul>	Ability to meet annual training needs identified  Staff feedback and survey results  National library staff minimum standards
<b>Funding</b>	Library funding per capita	Equal to or above the median level for Victorian public library services



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GEELONG  
REGIONAL  
LIBRARIES



**Geelong Library  
& Heritage Centre**  
51 Little Malop Street  
T 4201 0600



**Bannockburn**  
25-27 High Street  
T 5281 2367

**Barwon Heads**  
Barwon Heads Primary School,  
Golf Links Road  
T 5254 2143

**Belmont**  
163 High Street  
T 5243 2655

**Chilwell**  
51 Russell Street, Newtown  
T 5221 5129

**Corio**  
Cox Road (cnr Moa Street) Norlane  
T 5275 2388

**Drysdale**  
18-20 Hancock Street  
T 5251 3855

**Geelong West**  
153A Pakington Street  
T 5229 1939

**Highton**  
Roslyn Road (cnr Belle Vue Avenue)  
T 5243 4864

**Lara**  
5 Walkers Road  
T 5282 4182

**Newcomb**  
cnr Bellarine Highway & Wilsons Road  
T 5248 1802

**Ocean Grove**  
Presidents Avenue (cnr The Avenue)  
T 5255 4218

**Queenscliff**  
55 Hesse Street  
T 5258 2017

**Torquay**  
Surf City Plaza, Beach Road  
T 5261 3049

**Wairn Ponds**  
140 Pioneer Road  
T 5244 0048

**Western Heights**  
Western Heights College,  
Vines Road, Hamlyn Heights  
T 5277 1177

**Mobile Library Stops**

Aireys Inlet	Leopold
Anakie	Linton
Anglesea	Lorne
Cape Clear	Meredith
Deans Marsh	Portarlington
Dereel	Rokewood
Enfield	Smythesdale
Grenville	St Leonards
Haddon	Winchelsea

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