

Our Action Plan

1. Spaces	Actions	Timeframe			
		Y1	Y2	Y3	Y4
1.1 Our library network and opening hours enable equitable access across our LGA	1.1.1 Deliver new library space within the Queanbeyan Civic and Cultural Precinct.				
	1.1.2 Undertake a review of opening hours and align to meet community needs.				
	1.1.3 Investigate opportunities to deliver new library spaces, prioritizing areas with forecast population growth, including Bungendore.				
	1.1.4 Investigate alternative library service delivery models to expand access for our community, including click and collect, book lockers, book vending machines and extended access models outside of staffed hours.				
1.2 Our library spaces are flexible, comfortable and welcoming community hubs	1.2.1 Increase visibility of First Nations cultures in libraries (e.g. artwork, acknowledgement of country, installations).				
	1.2.2 Ensure new libraries provide spaces for social connections (e.g. meeting spaces, community rooms, seating areas).				
	1.2.3 Ensure new libraries are flexible to cater to different uses and changing needs (e.g. moveable shelving and walls).				
	1.2.4 Ensure design of new library spaces is informed by outcomes of engagement with community and staff.				
	Priority needs identified through online survey include: comfortable seating with spaces to work, study and collaborate; separated noisy and quiet spaces; spaces where children can explore and play; accessibility for people of all abilities; clear way finding to and within the library.				
	1.2.5 Investigate opportunities to activate outdoor spaces at libraries (e.g. shaded seating, power outlets, free WiFi).				
	1.2.6 Investigate opportunities to provide creative spaces within libraries (e.g. maker space, workshop, exhibition space).				
1.3 Our services extend beyond the library walls	1.2.7 Integrate best practice environmentally sustainable design principles within new libraries (as per NSW State Library People Places guidelines) and promote sustainable practices to our community.				
	1.3.1 Review use and if required, implement improvements to mobile library service location and hours to support access for community members in regional and rural areas.				
	1.3.2 Partner with other council teams, service providers and community groups to deliver outreach services and programs to our community.				
	1.3.3 Develop plan to further promote and expand home library service with the support of volunteers.				
	1.3.4 Review library website and identify opportunities to improve access to online collections, resources and experiences, including a library app.				
	1.3.5 Create an outreach calendar that aligns with key Council and community events/priorities.				

2. Collections & Resources	Actions	Timeframe			
		Y1	Y2	Y3	Y4
2.1. Our physical and digital collections are accessible and responsive to community demand	2.1.1 Engage with our community to increase understanding of their needs and preferences relating to our collections and resources, including people of different ages, backgrounds, genders and abilities.				
	2.1.2 Promote our existing collection development processes and provide opportunities for the community to select items (e.g. book buys)				
	2.1.3 Expand and improve access to online collections.				
	2.1.4 Investigate feasibility of a Corporate Library Service to support skill-development for council staff.				
	2.1.5 Review Library Management System to ensure current solution best fits community needs.				
2.2. Our local history collections connect our community to our shared stories, past and present	2.2.1 Investigate creation of QPRC Heritage Centre, including appropriate storage, access, technology, and display, exhibition and workshop facilities.				
	2.2.2 Investigate opportunities and products to share digital local history collections (e.g. online repository platform).				
	2.2.3 Develop a plan to identify and digitise suitable materials in the collection such as photographs and important unique papers.				
	2.2.4 Establish a volunteer pool to assist with documenting and assigning meta data for research papers and image collection.				
	2.2.5 Promote local history collection and encourage donations of appropriate local history material.				
	2.2.6 Support local museums in caring for, growing and sharing their collections.				
2.3. Our technology resources and programs support digital access and skill development for all ages and skill levels	2.3.1 Provide ubiquitous and emerging digital technology resources to our community, along with technology skill-development opportunities supported by library staff.				
	2.3.2 Continue training for library staff to ensure high levels of digital expertise to support customer access and ongoing innovation.				
	2.3.3 Work in partnership with QPRC Digital team to ensure that public-facing infrastructure meets growing and changing needs.				
	2.3.4 Identify opportunities to support businesses, entrepreneurs, artists and the maker community by providing access and support in using technology.				

3. Experiences	Actions	Timeframe			
		Y1	Y2	Y3	Y4
3.1 Our diverse experiences foster curiosity, learning and skill development	3.1.1 Continue to deliver programs, workshops and events that support literacy, learning and skill-development for all ages, including opportunities for community members to share their knowledge and skills with each other.				
	3.1.2 Increase opportunities to capture community feedback on a regular basis to inform decision-making for library programs.				
	3.1.3 Review and identify opportunities to expand offering of study support programs for school students.				
	3.1.4 Explore ways to co-design programs with the community.				
	3.1.5 Partner with Council departments and community groups to develop and deliver services and programs.				
3.2 We work in partnership to provide experiences that strengthen inclusion, social connection and resilience for all ages, backgrounds and abilities.	3.2.1 Deliver programs and events that provide opportunities for meaningful exchange of stories, ideas and cultures.				
	3.2.2 Explore ways to increase community awareness and understanding of local First Nations heritage and cultures, including increased visual recognition through art and collections and participation in First Nations community events and activities.				
	3.2.3 Deliver programs and initiatives that highlight and celebrate the cultural and linguistic diversity of our community and facilitate cross-cultural understanding.				
	3.2.4 Review and, if required, work in partnership to expand offering of social groups and activities at libraries (e.g. movie nights, book clubs, writing clubs).				
	3.2.5 Trial the delivery of sensory hours at libraries to support access and inclusion for people with disability.				
	3.2.6 Investigate opportunities to provide meaningful ways for community members to volunteer their time and skills.				
3.3 Our friendly staff have the knowledge and skills to deliver services that meet the needs of our community	3.3.1 Upskill staff in customer experience and co-design principles.				
	3.3.2 Investigate opportunities to link in with other council departments for relevant training.				
	3.3.3 Ensure library services align with Community Strategic Plan and other core documents.				
	3.3.4 Investigate online bookings for spaces and self-service for community.				
3.4 We reach out to promote our services to our diverse and growing community	3.4.1 Undertake a marketing campaign to highlight to users and non-users the benefits of being a library member and promote the broad range of services including those available online.				
	3.4.2 Develop a marketing plan that will address: • Development of templates for all library communications and promotions to ensure consistent branding • Internal promotions to council departments and senior leadership • An understanding of target markets and personas.				