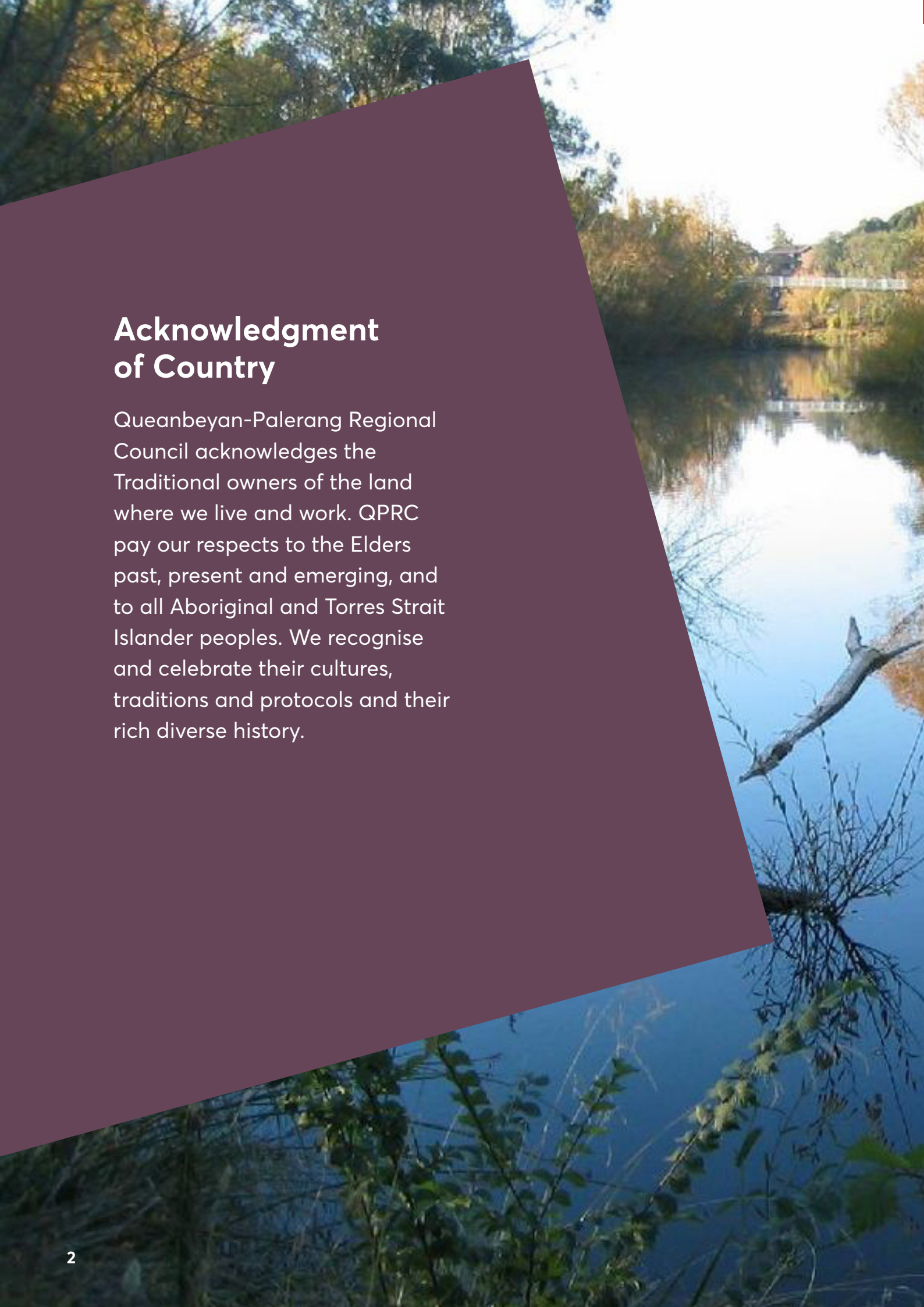
QPRC Libraries

Queanbeyan-Palerang Regional Council

Library Strategy

2022-2026



Acknowledgment of Country

Queanbeyan-Palerang Regional Council acknowledges the Traditional owners of the land where we live and work. QPRC pay our respects to the Elders past, present and emerging, and to all Aboriginal and Torres Strait Islander peoples. We recognise and celebrate their cultures, traditions and protocols and their rich diverse history.

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Our library strategy

The Library Strategy was informed by engagement with more than 300 community members. It sets out a strategic roadmap that will guide our decision-making over the next four years.

Our vision

Empowering communities and enriching lives with spaces, collections, resources and experiences that foster learning, innovation, discovery and social connections.

Our focus areas

Spaces

Accessible
Community hubs
Modern

- Deliver a modern new library space as part of the Queanbeyan Civic and Cultural Precinct
- Review our opening hours and improve access for workers and students
- Deliver services beyond the library walls, such as via street libraries, book kiosks and pop-ups in public spaces and at events
- Explore opportunities to deliver new library spaces to cater to our growing population

Collections and resources

Educational
Creative
Digital

- Improve access to our physical and digital collections, including our local history collections
- Provide opportunities for community members to help shape our collections
- Seek new ways to connect people to digital skills and resources, including emerging and creative technologies

Experiences

Engaging
Welcoming
Inclusive

- Focus on experiences that strengthen social connections and bring people together to share and learn
- Build partnerships with our community to co-design and deliver new experiences
- Raise awareness of our services for our diverse and growing community
- Embed environmental sustainability across everything we do.

Message from the Mayor

I am excited to present Queanbeyan-Palerang Regional Council's Library Strategy to the community.

This strategy is a roadmap for providing dynamic library services and will support our libraries as they continue to grow and change to meet the needs of our community.

The strategy explores the community's vision for our three popular libraries in Queanbeyan, Braidwood, and Bungendore as well as the mobile library service, library website and e-Collections.

We asked you to share your ideas and priorities for our libraries and more than 300 of you responded.

Overwhelmingly you shared the importance of libraries being accessible and comfortable community hubs.

Libraries are free spaces where you can connect, access books, computers, IT help, children's programs, social groups and local history as well as special events and activities. More importantly, they are safe spaces where our whole community can feel welcome, regardless of age, culture, ability or background.

The services our libraries provide are central to fostering positive community connections and are an important part of what makes our area so liveable.

This strategy comes at an exciting time as we are building the Queanbeyan Civic and Cultural Precinct and relocating our Bungendore offices. With the help of your feedback, we will be able to create new library spaces that serve everybody in our community.

I am proud of the complex services and support our libraries provide and the commitment Council has made to enhancing these traits.

Thank you to everyone who shared their ideas on how to make our libraries even better and I hope you continue to enjoy the services they provide.

Kenrick Winchester
Mayor

Queanbeyan Palerang Regional Council

People use libraries for different reasons, at different stages of their lives, part of being inclusive is trying to strike that balance. Many of us will dip in and out, but positive experiences will bring people back again and again.

- Survey response

Introduction

Background

Characterised by historic towns and villages, rural areas, modern urban centres and beautiful natural environments, the Queanbeyan-Palerang Local Government Area (LGA) is a special place to live, work and visit.

Our libraries are an important part of what makes our area so liveable. With a network of three library branches in Queanbeyan, Bungendore and Braidwood complemented by a mobile library van, our services help to build social connections, foster a sense of belonging, and empower our community to develop new knowledge, skills and ideas.

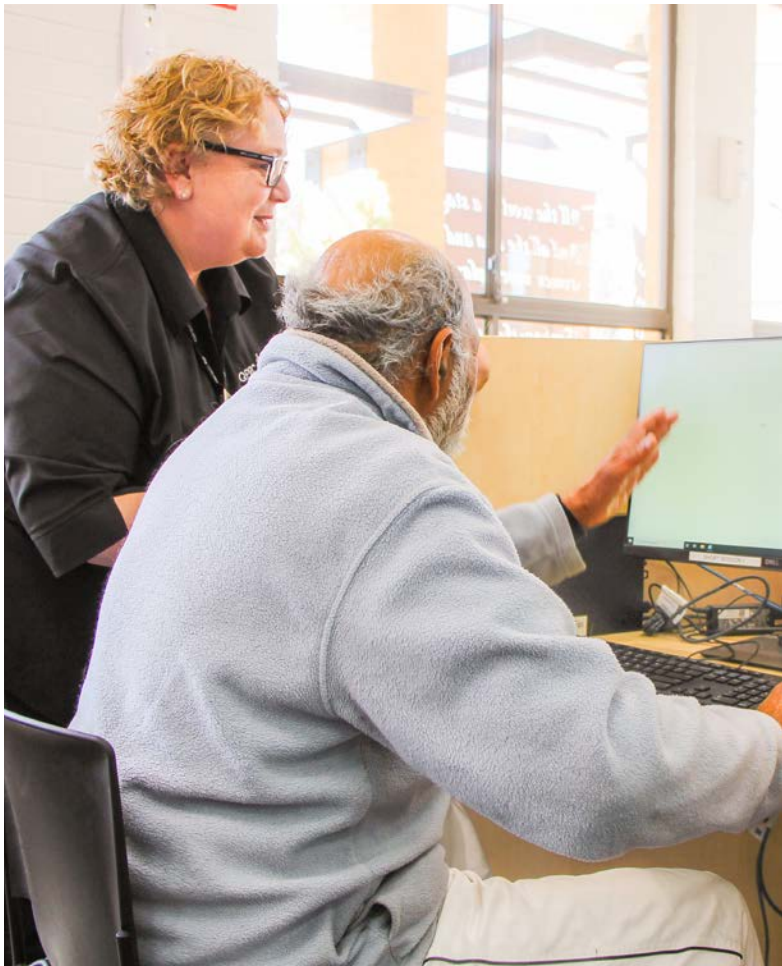
In the coming years, our community will continue to grow and change, with our population forecast to increase by 39% to 88,258 by 2041. This makes it more important than ever that QPRC libraries think ahead and plan strategically so that we can adapt to meet the diverse needs of our residents, workers, students and visitors.

With new ideas and innovation shaking up the library industry, there are plenty of opportunities for us to look to local, national and international trends to future-proof our services. We can do things differently as we evaluate and transform our library spaces, collections, resources and experiences so we can continue to empower and enrich the lives of the community.

Purpose

The QPRC Library Strategy will guide our decision-making over the next four years, setting out a vision and strategic roadmap for the future of our library services.

Importantly, the Strategy will help us navigate some exciting changes to our library network, including the delivery of a vibrant library space as part of the Queanbeyan Civic and Cultural Precinct.



Research

Research included demographic analysis of what our community looks like today and how it will change in the future.

We completed a strategic review to make sure we are aligning with other government strategies. We also looked at industry trends and best practices from Australia and beyond.

Review

We reviewed our library services, collections and operations to understand our current strengths and challenges. We compared our performance against neighbouring and similar councils to better understand how we are tracking.

We assessed our current library facilities and what is needed for the future.

Engagement

We thank the more than **300** community members who contributed their ideas to help shape this Strategy. Engagement included an online survey and pop-ups.

Collaboration

We collaborated across Council teams to to look for opportunities to work together.

I'd love to see my library be part repository of knowledge and part community hub - I can imagine a local club meeting in one of the rooms over an afternoon, using tools the library lends out, with a live video feed to other similar clubs in other libraries around the country.

- Survey response

Where our strategy fits in the bigger picture.

Local, regional and state policy drivers will shape the future direction of QPRC library services.

International

We believe libraries play a role in creating more sustainable communities. QPRC Libraries aim to contribute towards achieving the United Nations Sustainable Development Goals to create more sustainable societies by providing equitable access to information and resources, and providing safe, inclusive meeting spaces.

State

There are several national and state bodies with policies that guide library services, including the State Library of NSW and the Australian Library and Information Association.

State government priorities for social infrastructure include a focus on increasing access to high-quality public spaces such as libraries within 10 minutes' walk.

This Strategy aligns with the South East and Tablelands Regional Plan's focus on building socially inclusive communities and protecting the region's heritage.

Local

Our Strategy aligns with the QPRC Community Strategic Plan and the Local Strategic Planning Statement's focus on strengthening community connections by providing libraries for community activities and services to bring people together.

Our community is growing and changing.

Our community today

Queanbeyan-Palerang is home to diverse communities living in rural and regional town settings, with varying needs and levels of access to our services.

Our close proximity to the ACT makes our population different to other communities in Regional NSW. We have a younger age profile and a large working aged population with many commuting to Canberra, suggesting a need for access to library services outside of work hours.

Nearly one in three households in our area comprise families with dependents and this trend is forecast to continue, indicating children, young people and parents will remain some of our libraries' most important user groups.

At the same time, one in four households in QPRC are made up of people living alone with opportunities for our libraries to provide a safe space for social connection outside the home.

Our community is characterised by relatively low, but increasing diversity, including older migrant communities speaking Macedonian and Italian, as well as emerging communities speaking Punjab and Tagalog. We will continue to ensure our services are responsive to our changing community, and explore opportunities for cross-cultural experiences and sharing.

At a glance

QPRC compared to Regional NSW - 2021 ABS Census

Population (2021)
63,000

Population aged 0-18 years
25% vs 21%

Population aged 60+ years
19% vs 29%

Population born overseas.
Top non-English speaking countries are India, Macedonia and Philippines.
18% vs 11%

Family with children households
42% vs 35%

Our community tomorrow

Our population is forecast to grow by 39% to 2041, with growth concentrated in western areas close to the ACT border, including in the new township of Googong and new residential areas in South Jerrabomberra. In our new residential communities in particular, there are opportunities for our library services to connect new residents to each other, to local services and to Council.

As our community grows, we will continue to be characterised by family with children households, a young age profile and a large working aged population. We will also see our cultural diversity increase, and high growth in the number of residents aged 60 years and over.

Population growth and change will place increased pressure on our existing library services and spaces, with a need to upgrade existing library spaces to work harder and deliver new, fit-for-purpose spaces to ensure we can continue to meet community demand.

As our community grows and becomes more diverse, our libraries can play an important role in providing access to resources and information, as well as provide crucial meeting places that can play an important role in fostering community connections and a sense of community identity, belonging and place, and particularly for new residents.

Figure 1 - QPRC forecast population growth 2021-2031-2041 (Source: Forecast.id)

Our library services are evolving to meet the diverse needs of our community.

Our spaces

Queanbeyan-Palerang currently has a network of three library facilities. This includes one library in Queanbeyan, our most populous township, as well as two smaller libraries in Braidwood and Bungendore. Council also operates a Mobile Library Service which travels to outlying villages and rural communities.

Residents in the western parts of our LGA may also access library services in the ACT or the Goulburn-Mulwaree council area.

There are a number of opportunities for our library network to be more vibrant and better meet the needs of our community over the coming years.

Construction has commenced on the Queanbeyan Civic and Cultural Precinct which will include a new modern library space co-located within a multipurpose centre to be delivered in early 2023.

Bungendore Library is currently co-located with the local primary school, however in the coming years we will commence planning for a new, fit-for-purpose library space to service our community.

Our population is forecast to grow by 39% to 2036, with greenfield developments progressing in Googong, South Jerrabomberra and Bungendore. In our new residential communities in Googong and South Jerrabomberra, there are opportunities for our library services to connect new residents to each other, to local services and to Council.

Our collections and resources

Our collections and resources include a broad range of materials to suit different ages and interests. While the bulk of our collection is in print, books and periodicals, there are also multimedia and digital items. Our Collection Management Policy seeks to understand and respond to community needs.

Our library services also play a unique role in preserving and making available material pertaining to local history, including an image collection, local history publications, bound newspapers, Council records and rate books from the 1930s.

Our experiences

We deliver a range of programs throughout the calendar year that foster learning for all ages and bring our comunity together around shared interests. In the coming years, we will explore new and innovative program delivery with a focus on collaborating with community groups and organisations and outreach programs beyond the library walls.

COVID-19 response

The onset of COVID-19 changed the way we did business. With libraries closed for extended periods, we had to rethink our service delivery approach and cater for our communities in new and innovative ways. This adaptive thinking presented our customers with a wider range of options when accessing library services and will form an integral part of our future thinking.

3 libraries

- Queanbeyan
- Bungendore
- Braidwood

1 mobile library

249,562
loans in 2018/2019

That's about
4 loans per capita

73,914
physical lending items in the collection

25 public access computers

20,000 computer bookings

48,000 website visits

16,675 active members
That's **27%** of our total population

$39.33
expenditure per capita ranking
76 out of 90
NSW library services

301
programs run in 2018/2019 attended by **5,237 people**

164,711
Visits across all branches in 2018/2019

Data for 2018/2019 as library usage figures for 2019/20 and 2020/21 were affected by COVID-19

"Having skilled staff available to help is very important, especially for people in the community that may need help accessing digital services and resources, such as the elderly and people who don't speak English fluently."

- Survey response

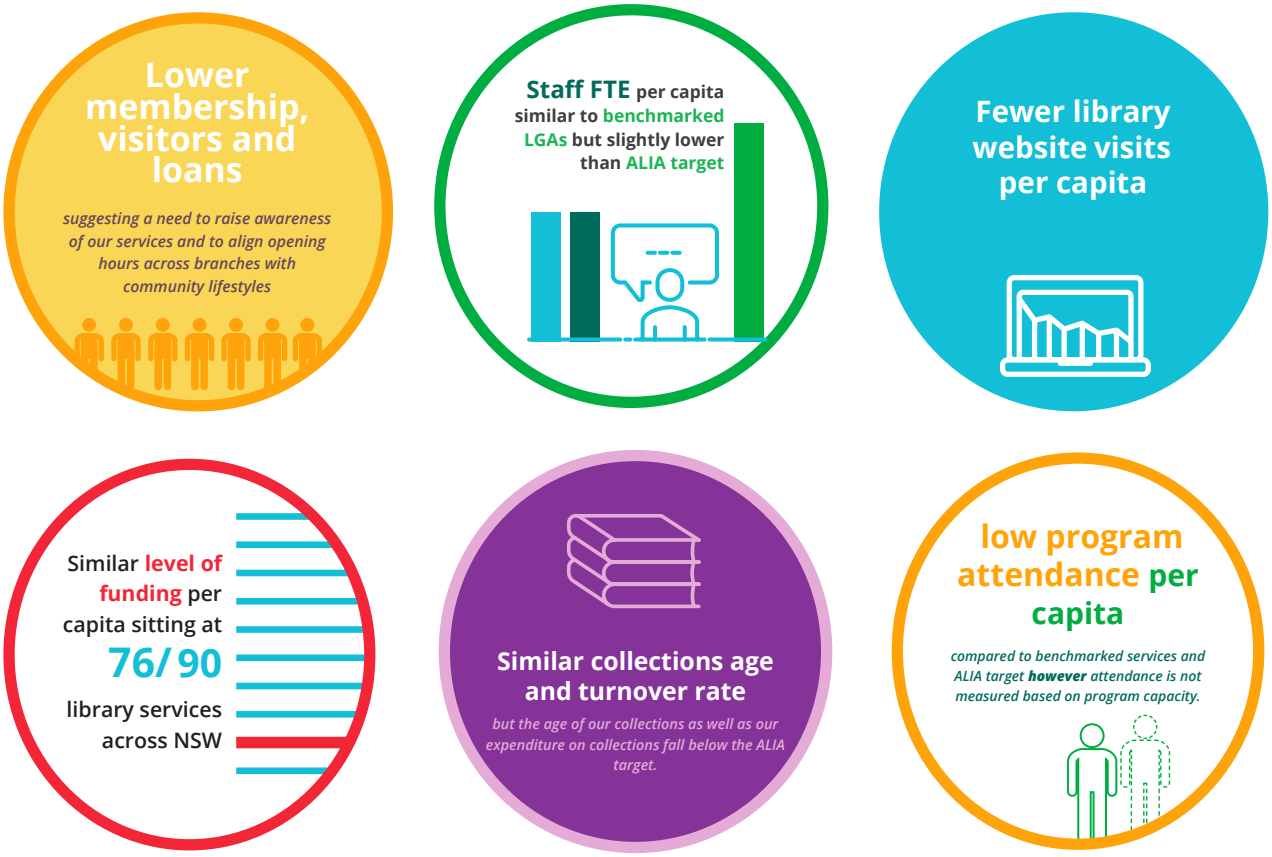
How our library services compare to others.

Our library services have many strengths but as shown in the infographic below, a high-level, comparative service review found that there are also areas for improvement, including increasing our library membership and visitation numbers.

This can in part be explained by our proximity to Canberra, where residents in our western areas can easily access very highly resourced library services, and by the fact that our community is dispersed over a large geographic area meaning some of us have to travel further to get to a library.

This Strategy sets out a roadmap to build on our strengths so we can further align our services to the needs of our community. This will include raising awareness of our services, streamlining our opening hours across our branches to better suit the lifestyles of our residents and engaging and partnering more with our community.

Comparative benchmarking against ALIA industry standards and similar Council areas (Coffs Harbour, Hawkesbury, Port Macquarie) shows that QPRC has:



How we make a difference to our community.

As safe spaces where people of all ages and backgrounds are welcome, QPRC libraries help to make our community stronger by encouraging and enabling lifelong learning, supporting digital inclusion and connecting people to each other, to Council and to other essential services.

Literacy and lifelong learning

Libraries play a valuable role in supporting formal and informal learning and skill development throughout a person's lifespan, from babies through to the elderly, by providing access to books, digital resources, local history, educational programs and events as well as spaces for study and learning outside the home.

Stronger and more creative communities

Libraries play an important role in building stronger and more connected communities, including through providing inclusive and free spaces and programs where people of all backgrounds can meet and have shared experiences. Libraries preserve the past, celebrate the present and embrace the future by ensuring equitable access, promoting local culture, and celebrating diversity and tolerance.

Digital inclusion

Libraries play an important role in supporting digital inclusion by providing 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 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 central location integrated with other community facilities.

Personal development and wellbeing

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

Economic and workforce development

Libraries support economic development by providing access to Wi-Fi and computers to search and apply for jobs online. Libraries are increasingly providing spaces where small businesses can work and collaborate with customers and partners.

I only recently moved to QPRC and didn't know anyone when I arrived - the library was the first place I went to meet other mothers and families. It's so important for social connection.

- Pop-up stall response

We heard you value libraries that are accessible, engaging and welcoming social hubs.

How we engaged

More than 300 people helped shape the Strategy by sharing their feedback via an online survey and at community pop-up events. We also heard from more than 50 children via a survey distributed to local schools.

What you told us

We asked people a series of questions about their future priorities for library spaces, library experiences and library collections.

You want our libraries to be accessible and comfortable community hubs

We heard that you want QPRC Libraries to be community hubs that support a broad range of uses from quiet reading, study or work through to noisy collaboration, children's programs and social groups. You told us that separating noisy and quiet spaces is important to enable sharing.

We heard it is important that existing and future libraries provide comfortable areas to sit so that people can sit and stay for longer.

You said that access is important and spoke about the need for extended opening hours and night-time activities for workers and students on weekdays and weekends.

You want our library collections to support discovery, learning and skills development

You told us that continually improving our collections should be our priority over the next four years, and we heard how much you value physical collections including books, DVDs and audiobooks, as well as access to online services. You also had lots of ideas for new and alternate collections along with circular economy initiatives, such as tools, sewing machines, baking tins, toys, audio-visual equipment and even seeds.

You value the support and knowledge of our friendly library staff

You told us that you value having friendly and knowledgeable library staff available to help find a book or access information. You told us that having the technology skills to support customers will become even more important for library staff in the future.

"I would like to see areas for children to explore, play, touch and feel while parents sit and rest."

"My son has complex needs. I know libraries are typically quiet places but this is not achievable for him. I'd love to feel comfortable taking him and not be worried it is a problem. He loves books and I want him to enjoy his local library too."

You want our libraries to be inclusive and welcoming for all

You told us it is important to make sure that our libraries are inclusive and welcoming for people of all ages, abilities and backgrounds.

One of your priorities for the future is supporting learning and exploration for children and young people through our spaces and programs. As our community continues to age, you also want to see more social activities for older people as well as digital literacy programs.

We heard that you want people with a disability to feel welcome using our libraries and that different needs are provided for, whether this be low-sensory hours or more accessible spaces.

You recognise that our community is changing and becoming more diverse and suggested that we listen to people from culturally diverse backgrounds about their preferences.

"It would be good to be able to borrow other things at the library like tools, sewing machines, boardgames, cake tins, bird watching equipment, toys or even seeds."

You want libraries to help us understand the past and prepare for the future

We heard that you want QPRC Libraries to continue to be a leader in preserving and sharing the rich and diverse stories of our area, including providing opportunities to learn from First Nations cultures.

In the future, you would like to see libraries be more connected with local services to connect people to information and resources to support the health and wellbeing of our community.

"I want our libraries to be keepers of local history and Indigenous cultural heritage and storytelling. How can our libraries better embrace first Nations learnings?"

Your desired future experience using QPRC Libraries

We asked community members which words and images they would use to describe their desired future experience using QPRC Libraries.

Fun

Modern

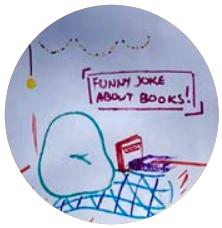
Colourful

Welcoming

Creative

Social

Engaging



Traditional

Quiet

Our strategy

Our focus areas

In order to create a community-centric service, this Strategy sets out goals under the following focus areas:

Our Vision

"QPRC libraries empower our communities and enrich their lives by providing spaces, collections, resources and experiences that foster learning, innovation, discovery and community connections."

Our commitment

To ensure sustainable and responsive service delivery, we are committed to:

- Putting our diverse community at the centre of everything we do
- Delivering unique and tailored experiences to provide something for everyone
- Providing equitable access and inclusion
- Strengthening our partnerships to share resources and build capacity
- Utilising industry-leading frameworks and tools to continually improve and innovate based on community feedback
- Staying curious and continually learning new knowledge and skills, and
- Being ready, resilient and responsive to the future by embracing innovation.

Focus area 1

Spaces

Our libraries are engaging and welcoming community hubs that support a broad range of activities, from quiet study or work through to noisy play, from individual study or work through to social groups.

We provide a network of spaces, complemented by outreach, mobile and digital services to ensure equitable access across our diverse communities.

Our goals

1.1 Our library network and opening hours enable equitable access across our LGA

While navigating changes to our library network over the coming years, including a new modern library space in Queanbeyan, our goal is to ensure that everyone in our community (including people living in our new communities and rural villages) can access library spaces that meet their needs. This will also include reviewing our opening hours to better meet demand outside of work hours and on the weekend.

1.2 Our library spaces are flexible and welcoming community hubs

In the coming years, we want to expand the role of our library spaces as community hubs for all. With a growing and changing population, we will seek opportunities to make our existing spaces more flexible to cater to a range of activities, from quiet study and work, to intergenerational play, to social gatherings. When delivering new library spaces, we'll focus on our community's aspirations for what they want future library spaces to be like, including comfortable, welcoming and colourful.

1.3 Our services extend beyond the library walls

Recognising our LGA is large and dispersed, we will continue to reach out through our mobile library services and consider alternate delivery models such as kiosks and pop-ups. We'll work to incorporate other parts of council into our outreach program and will explore how we can utilise digital spaces to connect our community to collections, resources and each other.

I'd like to see our library spaces leveraged for the community as social hubs. For example, how about opening the library at night with activities for teens, as they don't typically have safe hang out spaces?

- Survey response

Focus area 2

Collections and resources

Our physical and digital collections and resources inspire and empower our communities by connecting them to knowledge, skills and new ideas.

Our local history collections link people to the diverse stories of our past, and are preserved for future generations.

We connect people to technology resources that enable sharing, creativity and participation to help bridge the digital divide and provide early access to emerging technologies.

Our goals

2.1 Our physical and digital collections are accessible and responsive to community demand

We know how much our community value our physical collections, and we've heard there is a need to improve access to digital collections. We will explore opportunities to showcase and make our collections responsive to and easy to access for our community, including via click-and-collect and other avenues.

2.2 Our local history collections connect our community to our shared stories

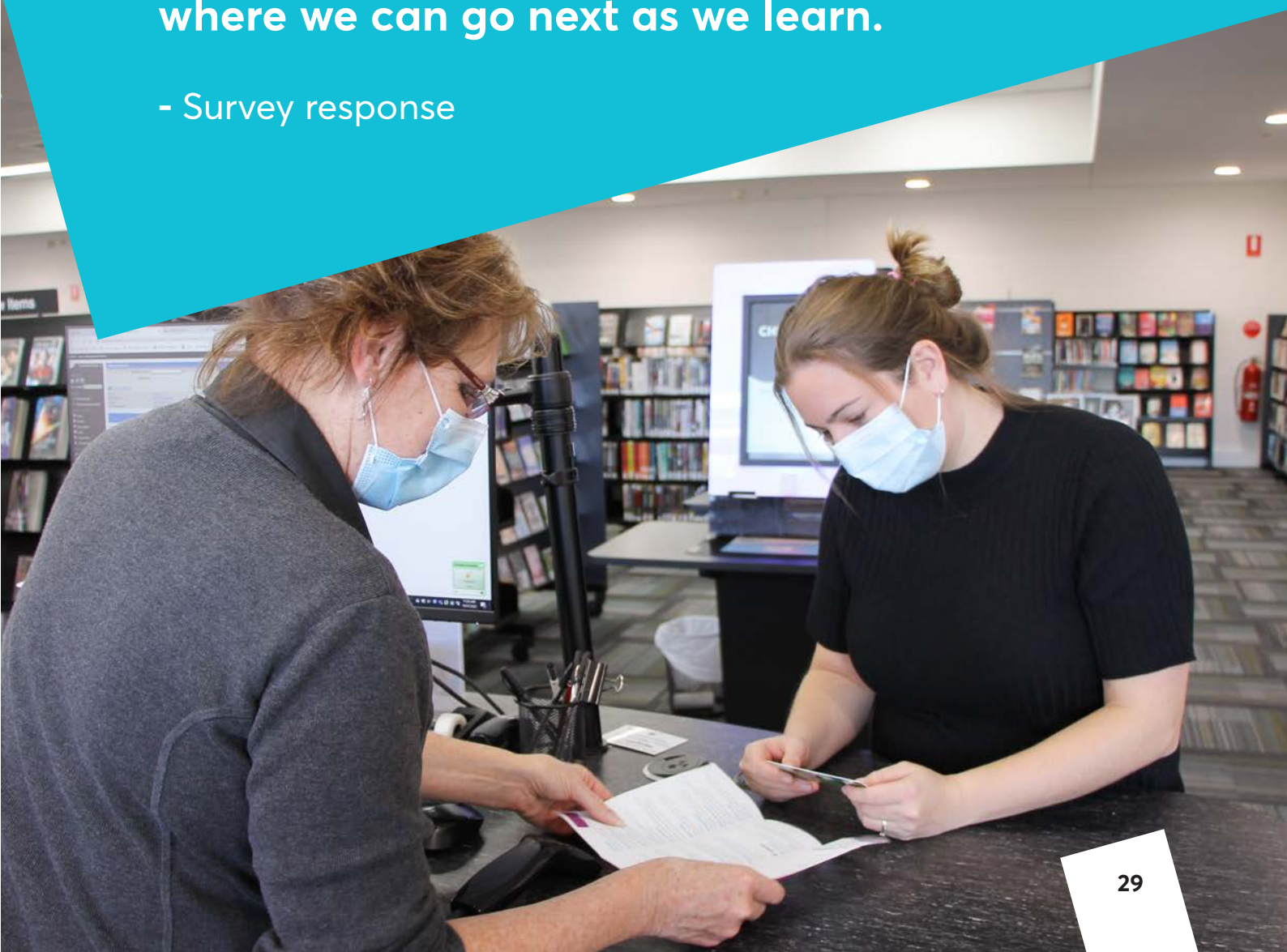
One of our goals in coming years will be to increase ways for our community to access our diverse shared heritage stories. Our local history collections should have greater visibility in our library spaces and there are opportunities for digitisation, online resources and improved discoverability to ensure they are preserved into the future.

2.3 Our technology resources and programs support digital access and skill development for all.

Free access to and support in using computers, the Internet and other digital technologies is incredibly valuable for all ages. We're committed to helping bridge the 'digital divide', especially considering connectivity concerns in parts of the LGA. We'll focus on improving and expanding access to emerging technology to empower our communities to study, work, explore and be creative.

In the future I see libraries as custodians of tools that allow us to access knowledge, for example computers, 3D printers and craft tools. Librarians guide us as we take our first steps and help us see where we can go next as we learn.

- Survey response



Focus area 3

Experiences

Positioning our libraries as community hubs, we will embed unique and tailored experiences for everyone to enjoy, whether this be for learning, recreation or social connection.

We will work in partnership to empower our community by boosting existing initiatives, co-designing diverse new experiences and connecting people to knowledge, skills and resources.

Our staff will continue to be at the heart of creating inviting and engaging libraries for our visitors.

Our goals

3.1 Our inclusive experiences foster curiosity and learning and skill development

Providing opportunities for learning, literacy, discovery and creativity is fundamental to everything we do. We'll continue to provide library experiences that offer lifelong learning opportunities, encourage people to build their skills, explore their creativity, debate and discuss contemporary topics and discover something new.

3.2 We work in partnership to provide experiences that strengthen social connections and bring people together to share and learn

Through our library programs, activities and events we provide a sense of connection and opportunities for people to meet new friends and find like-minded people in the community with shared interests. Recognising that there are already community groups, service providers and other Council teams driving great outcomes for our community, we will work in partnership to co-design new services and experiences that support social connection.

3.4 Our friendly staff have the knowledge and skills to deliver services that meet the needs of our community

Our library staff have deep connections to our communities. We will continue to support staff collaboration and professional development to ensure our staff have the skills and resources to support our community and create a great customer experience.

3.5 We reach out to promote our services to our diverse and growing community

We know that our existing members highly value library experiences - but there are many people in the community who are not aware of our services or what's available. We will focus on promoting our services more broadly to members and non-members so more people can benefit from using public libraries.

I would like the library to provide a space for local storytelling and exchange of ideas - not just for children. More creative writing workshops for adults would be nice.

- Survey response

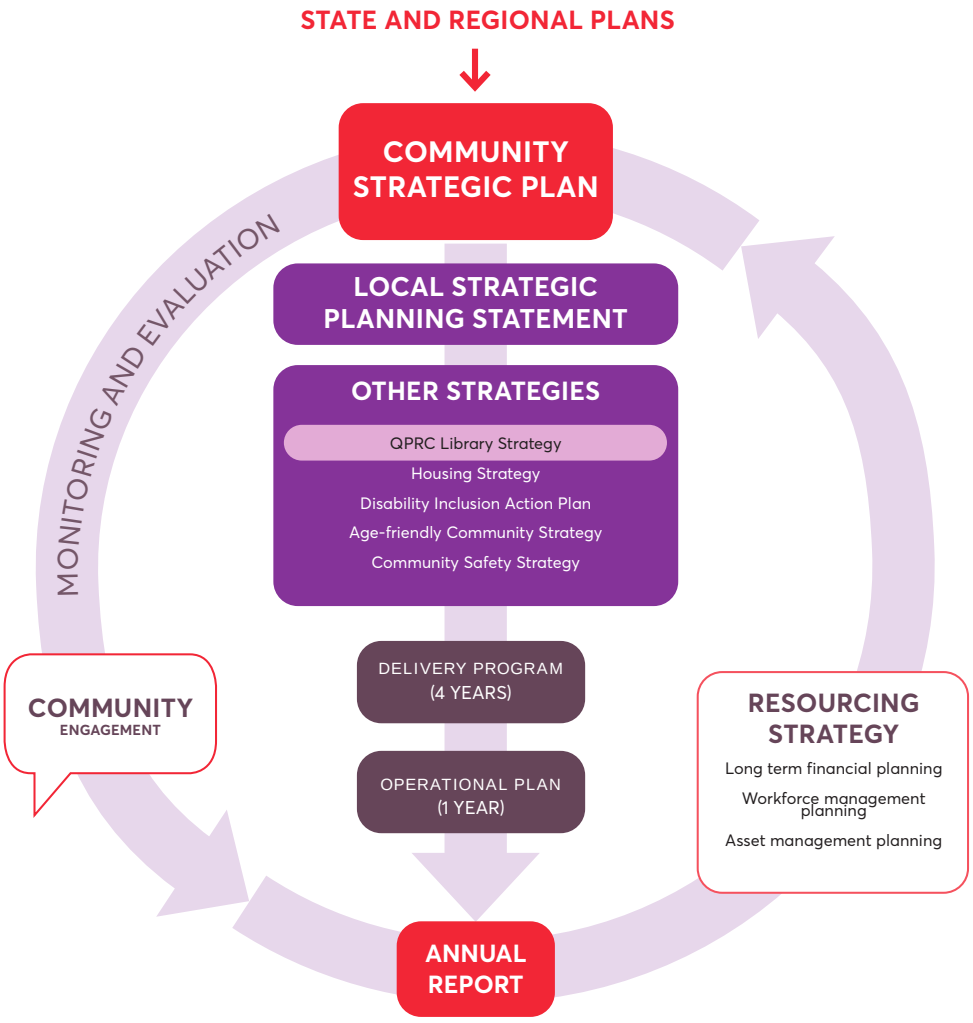
Our Action Plan

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).				
	1.2.7 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 Our services extend beyond the library walls	**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.				

Implementing the Strategy

In developing its Delivery Program, the elected Council will consider its Resourcing Strategy and a range of key plans and strategies that have been developed. The QPRC Library Strategy will be one of the key documents considered by the elected body to assist with achieving the goals and aspirations of the Community Strategic Plan.

Strategic alignment within the IP&R Framework