



Libraries Action Plan

2018-2022

Wyndham Libraries' long-term strategic direction is defined in the *Wyndham Library Service Strategy 2018-2040*. This Action Plan identifies priority actions to be taken over the next five years – listed against the seven major service elements in the Strategy. More detailed actions will be documented each year in the Libraries' annual Business Plan. Progress on the Wyndham Libraries Action Plan 2018-2022 will be detailed in the annual Library Service report presented to Council.

Community-Centred Collections

Aim: Wyndham Libraries will develop and manage library content and collections which meet the information, education, recreation and cultural needs of the community, foster a love of reading, and support the development of lifelong learning.

Action	Timeline	Responsibility	Resources	KPI
Review and update LOTE and Bilingual collection to reflect changing community demographics described in 2016 Census data	June 2018	Coordinator, Library Operations	Collections Coordinator	Collections Policy updated to respond to demographic change in Wyndham
Examine, and if necessary revise, children's collection to ensure it provides for children with dyslexia and dysgraphia	June 2018	Coordinator, Library Operations	Team Leader Children's and Youth Programs and Services	Review completed and recommendations made into the feasibility of a dyslexia and dysgraphia collection at Wyndham Libraries
Review arrangements with eresource aggregators (current and potential) to make ebooks and emagazines more accessible to library users	December 2018	Coordinator, Library Operations	Collections Coordinator Library IT Team	Market analysis discussion paper produced with recommendations
Review collection content, size and display at Plaza Library to balance the need for alternative use of the library space	December 2018	Coordinator, Library Operations	Collections Coordinator Team Leader Projects	Plaza Library collection usage analysed and action plan developed
Trial alternative approaches to accessing and delivering the library collection at Williams Landing (e.g. vending machines, lockers, pop-up library)	December 2019	Coordinator, Library Operations Coordinator, Library Systems Technology	Collections Coordinator Team Leader Projects Coordinator, Library Systems Technology	Trial completed at one alternative location
Work with local education providers and the community to create an education-focused collection at the new Riverbend Library	June 2021	Coordinator, Library Operations	Collections Coordinator Team Leader Projects	Riverbend Library Opening Day Collection consultation and buying plan completed

Learning and Cultural Programs

Aim: Wyndham Libraries will develop and deliver targeted activities that use library resources and collections to: enrich the lives of community members; build literacy, language, learning and employability skills; engage, connect, inform and inspire; encourage social inclusion; and improve personal development and wellbeing.

Action	Timeline	Responsibility	Resources	KPI
Expand the use of podcasting and video streaming to increase user access to popular library programs	From 2018	Coordinator, Library Programs and Services Coordinator, Library Systems Technology	Streaming technology hardware/platform	Podcast and streaming platforms launched and actively used
Increase the engagement of community members and library partners in the design, development and delivery of library programs	From 2018	Coordinator, Learning Community Coordinator, Library Programs and Services Coordinator, Library Systems Technology		Technology solutions explored to facilitate an 'Event Expression of Interest' platform
Increase the range of library programs meeting the recreational and educational needs of young people aged 6 to 25 in Wyndham	From 2018	Coordinator, Library Programs and Service		Needs analysis undertaken and recommendations made
Use AEDC data, partner knowledge and resources to leverage local opportunities for partnership development to support reader and literacy development programs for community members with low-level literacy	December 2018	Coordinator, Learning Community Coordinator, Library Programs and Services		New program established and implemented
Appoint an Outreach Librarian to oversee and implement a more diverse range of outreach programs in collaboration with Council, education and community partners	2019 to 2020	Manager, Libraries and Community Learning	1 EFT	Outreach Librarian appointed in 2019/20

Technology Access For All

Aim: Wyndham Libraries will: provide free to the community use of computers, the internet and other technological equipment and applications to allow users to access library and public information and resources; support library users to build their confidence and skills in efficiently using digital technology and effectively using digital information and tools; and be widely recognised as a place where mainstream and new technology is available and accessible to all members of the community.

Action	Timeline	Responsibility	Resources	KPI
Increase staff capability to provide appropriate technology support to library users (via training and access to support resources)	2018 to 2022	Coordinator, Library Operations Coordinator, Library Systems Technology	Digital literacy training platform	All staff provided with opportunity to complete Jumpstart or equivalent training in digital literacy and skills development
Monitor emerging technology trends and developments for Wyndham Libraries to remain an early adopter in provision of library user access to technology	2018 to 2022	Coordinator, Library Systems Technology Library IT Team		All Library IT staff attend IT conferences (e.g. ALIA, VALA, PLVN) on an annual basis
Implement AARNet in the Riverbend Library to deliver high speed internet access to library users at Riverbend (and through this link to all other library branches)	2021	Coordinator, Library Systems Technology	Riverbend site construction complete, AARNet fibre availability	AARNet service implemented
Develop and trial a creative technology hub at the new Riverbend Library, with the aim of expanding the service to other library branches	From 2021	Coordinator, Library Systems Technology		Creative technology hub launched and used

Flexible multi-purpose places and spaces

Aim: Wyndham Libraries will provide functional and flexible physical spaces that meet the recreational, educational, social and information needs of library users of all ages and interests.

Action	Timeline	Responsibility	Resources	KPI
Complete upgrade of Point Cook Library, including dedicated youth and silent study areas, larger children's area and more furniture that enables flexible use of space	By 2018	Coordinator, Library Operations	Project Team Leader	Upgrade of Point Cook Library completed
Undertake detailed service planning for provision of community services, including library services in Williams Landing and Truganina	June 2018	Manager, Service Planning, Partnering and Reform Manager, Libraries and Community Learning		Service Planning work for Williams Landing and Truganina completed
Manage the transition of the Werribee Library to the new Riverbend Library, including: a) development of design brief and floorplan; b) review of opening hours; c) review of staffing requirements; and d) return of Werribee library to a public space	2021	Manager, Libraries and Community Learning Coordinator, Library Operations Coordinator, Library Systems Technology	Library Project Team Leader	Service model developed for the new Riverbend Library, including a review of library opening hours and staffing requirements
Provide for greater community access out of hours to public facilities at Riverbend Library	2021	Coordinator, Library Operations		Include afterhours access to meeting rooms in the Riverbend Design brief

Strategic Library Planning

Aim: Wyndham Libraries will align its strategic planning with Council's vision for the City, reflect community needs and aspirations and engage the community in shaping library services.

Action	Timeline	Responsibility	Resources	KPI
Survey library users every two years to capture user voice and provide community input into service planning	2019, 2021	Manager, Libraries and Community Learning		Two library user surveys completed
Conduct 5-yearly review of the <i>Wyndham Library Service Strategy 2018-2040</i>	November 2022	Manager, Libraries and Community Learning		Review of <i>Wyndham Library Service Strategy 2018-2040</i> completed

Excellent Customer Experiences

Aim: Wyndham Libraries will meet and exceed customer needs through a customer-centric service model, service redesign and digital innovation.

Action	Timeline	Responsibility	Resources	KPI
Develop and implement an Annual Staff Training Plan	Annual	Coordinator, Library Operations		Annual staff training plan completed by January each year
Ensure all customer information, documents and contact channels are disability compliant	October 2018	Coordinator, Library Operations		Review and update completed
Provide online library users with a virtual walk-through tour of the library to create familiarity with the libraries	2020	Coordinator, Library Systems Technology		Virtual walk through available for use
Extend the use of the libraries' Knowledge Base (app) to give staff immediate access to library policies, guiding documents, How To articles, troubleshooting advice, customer service tools and professional development opportunities	Ongoing	Coordinator, Library Systems Technology		Yearly priority action plan developed and implemented

Partnership and Collaboration

Aim: Wyndham Libraries will continue to work strategically with partners to improve service scope and reach, improve service quality, reduce service duplication, and use public resources for maximum impact.

Action	Timeline	Responsibility	Resources	KPI
Work with community run Community Centres to increase mutual understanding of how the organisations can complement each other in providing services to the Wyndham community (e.g. staff exchanges and internships)	By 2020	Coordinator, Community Learning Coordinator, Library Programs and Services		Partnership mapping completed
Strengthen referral relationships with targeted community service agencies (e.g. mental health, homeless support, domestic violence support)	By 2020	Coordinator, Library Programs and Services		Libraries and service agency discussion paper prepared, including recommendations for strengthening referral processes
Work closely with other Council Departments to respond to community needs and priorities outlined in the City of Wyndham's 2040 Vision	Ongoing	Manager, Libraries and Community Learning		Facilitate interdepartmental planning to meet identified district priorities