**Wyndham 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 CoordinatorLibrary 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 CoordinatorTeam 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 OperationsCoordinator, Library Systems Technology | Collections CoordinatorTeam Leader ProjectsCoordinator 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 CoordinatorTeam 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 ServicesCoordinator, 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 ServicesCoordinator, 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 OperationsCoordinator, 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 TechnologyLibrary 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 | December 2018 | Manager, Service Planning, Partnering and ReformManager, 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 LearningCoordinator, Library OperationsCoordinator, 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 |  |  |

**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 *Wyndham Library Service Strategy 2018-2040* | November 2022 | Manager, Libraries and Community Learning |  | Review of *Wyndham Library Service Strategy 2018-2040* 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 LearningCoordinator, 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 |