"The whole point of the library seems to be to help make our lives better."

(LIBRARY USER, POINT COOK, 2022)



2025/26 Progress Report

Library Service Strategy Action Plan 2023-28

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Summary

The Library Services Strategy 2018 - 2040 provides a strategic, integrated framework for Council's provision of library services. It sets the strategic and integrated framework for Council's ongoing provision of public library services and facilities in a period of unrivalled population growth and significant development of civic infrastructure.

You can view the Library Service Strategy here.

The purpose of this report is to demonstrate progress made against the commitments within this Plan in 2025/26.



Total Actions/KPIs	Met	Progressing	Not Met	Will not be achieved as outlined in this action plan 2023-2028
35	25	5	3	2

Wyndham Libraries continued to deliver strong results for the community in 2025/26, meeting 25 of its 35 Library Strategy actions/KPIs and making progress on a further five.

Libraries recorded a record 1.84 million loans and delivered almost 5,000 programs attended by more than 130,000 people. New collections in Telugu and Filipino were introduced to better reflect Wyndham's diverse community, alongside a new Teen Fiction collection for young readers.

Demand for library services remained very high, with more than 90 per cent of junior collection items borrowed and increased participation in literacy, learning, wellbeing and cultural programs. Libraries also continued to improve access, technology and future planning for Wyndham's growing population. Attendance at digital inclusion programs increased, computer use rose by 25 per cent, and more than 97 per cent of borrowing transactions were completed through self-service technology.

Libraries also strengthened partnerships with local organisations to provide community events, family support, digital learning opportunities and social connection activities.

Point Cook Library received a significant refresh, creating a more welcoming and flexible space for visitors. Planning progressed for future library facilities, including Black Forest Road North Library, while community feedback confirmed strong support for a purpose-built central library and additional locations across Wyndham.

Overall, libraries continue to be highly valued community spaces that support learning, connection, inclusion and lifelong wellbeing. The 25/26 Annual Community Satisfaction Survey confirms this, with a community satisfaction result of 8.70 out of 10, or Excellent. In addition, the library users survey conducted in August 2025 received over 1,000 responses, and overall satisfaction was 8.5 out of 10 (consistent with previous survey results).

Library Services

A high-performing public library engages its unique community in design, development and delivery of library services that meet the community's recreational, educational, social, information and employment needs – across all life stages, cultures, interests and circumstances.

1. Community Centred Collections

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/KPI	2025/26 KPI status
Collections Policy updated every two years by November	Progressing
Annual cost per circulation analysis for each platform completed by end of October	Met
Collection turnover maintained	Met
One community engagement activity per year to identify priority community languages to increase accessibility of library resources	Met
Annual review of community language holdings against demographic data by June	Met
Collection turnover rate maintained between 4.8 and 6	Met
Increase local history platform asset views and downloads by 2 per cent yearly	Not met

In 2025/26, the libraries' collection turnover rate exceeded the KPI at 6.36, and Council spent $1,745,515.01 (including $34,959 Victorian Premier's Reading Challenge funding) on the libraries' collection

As a result of a review of community language holdings, Council introduced two new language collections – Telugu and Filipino. Wyndham is the only Victorian public library to hold these collections. Council also introduced a Teen Fiction collection to better cater to advanced younger readers and the late primary/early secondary demographic.

Council also supplied 11,328 additional items to Wyndham library users through Libraries Victoria collection sharing.

In 2025/26 the following are the key statistics for the libraries' collections:

- Total loans made by members: 1,838,382 made up by:
  - Physical loans: 1,648,670
  - Bolinda eAudio Books, eBooks, and eMagazines: 189,712

2. Learning and Cultural Programs

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



Action/KPI	25/26 KPI status
Maintain or increase participation in targeted programs.	Met
Hold 2 programs team planning days per year.	Met
Update program timetables 4 times per year	Met
Deliver 2 new partnership programs/events and one new community co designed program/event per year.	Met
Average of at least 50 per cent of junior collections borrowed	Met
Deliver an annual event or program to support reading at home and evaluate the survey results.	Met

In 2025/26, the libraries provided a total of **4,980 programs** with **130,124 attendees!** Another record, with the vast majority of these developed and delivered for children and their families.

New partnerships for events included:

- Elder Rights Australia talks at Werribee and Hoppers Crossing Libraries,
- Local History Talk and Tour with the RAAF Museum Point Cook
- New regular partnership program with IPC Health -- Monthly Mahjong Meetup at Julia Gillard Library Tarneit.
- 'Money Savvy' session for young people with the Library Youth Collaborative.
- During the summer months of December 2025 and January 2026, the Maternal and Child Health (MCH) Outreach Van joined the Library Pop-Up Van at key outdoor locations, including Wyndham Harbour, Werribee South Beach, Werribee Outdoor Pool and Werribee Zoo. This partnership extended further into regular programming, with the MCH team also attending sessions such as Rhyme Time at various community centres. The presence of the MCH Outreach Van added significant value to these programs by providing families with immediate, on-the-spot access to professional health advice.
- The Library Children's team ran Parenting talks on 'how to read to your children' and the Education and Youth team continued to support beginner readers with the one-to-one Read with Me program online.

In March/April, the Library received funding from the Department of Home Affairs and ALIA to run six community cohesion programs, the majority at Manor Lakes Library. These included events:

- Meet Your Neighbour,
- A multi-generational Art program,
- film workshops for youth,
- sports themed programs for children and
- Flavours of Wyndham: a collection and exhibition of recipes from the community.

In total, 1,088 people attended these events with many more visiting the exhibition.

The Library Junior Collections for 2025/26 were over 90 per cent borrowed. A result 40 per cent above the KPI set!

The challenge remains the high demand for children's programs, particularly early years, and for the free school holiday activities across all the libraries. There is no staff capacity to run more.

3. Technology Access for All

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/KPI	25/26 KPI status
Contract renewal for Radio Frequency (RFID) completed within required timelines	Met
Customer Self-service borrowing remains over 90%.	Met
System uptime 99% or higher for each year	Met
Technology use meets or exceeds PLV benchmark usage for technology for each year.	Met
Technology use meets or exceeds internal usage for previous year.	Met
Program participation meets or exceeds usage compared to previous year.	Met

In 2025/26, digital inclusion events and programming at the libraries experienced a 17.46 per cent increase in attendance. Computer use hours also increased by 25.12 per cent. Self-service utilisation for loans remained above 97 per cent. All RFID return chutes, and RFID staff units which were end of life have now been replaced.

4. Flexible Multi-purpose Places and Spaces

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

Action/KPI	25/26 KPI status
Review library layouts, future library design and use of mobile/ modular furniture to maximise opportunities for more and/or better: – silent study and work spaces – group study and meeting rooms – bookable meeting spaces (small, large) – youth spaces –wellbeing spaces (e.g. green spaces, sensory rooms, prayer rooms) – culturally safe and welcoming spaces for first nations people – by December 2025	Met
Review, update and expand use of in-house digital displays and internal/external signage to promote library, Council and community activities - Customer awareness Target: Service participation in all PLV library awareness campaigns	Met

During 2025/26, the Point Cook Library underwent a refresh to enhance the appearance, functionality and flexibility of the space. The improvements included new carpeting, repainting throughout the library, and the installation of mobile shelving. These upgrades have created a more contemporary and welcoming environment while also providing greater flexibility in the use of library.

The Library team are regularly reviewing, updating and expanding the use of in-house digital displays and internal and external signage across all library locations to effectively promote library programs, Council initiatives and community activities. Through collaboration with the Public Libraries Victoria (PLV) Special Interest Groups, we ensure local campaigns are consistently displayed, current and aligned with organisational priorities, increasing customer awareness and engagement. We actively participate in PLV Summer Reading Club and Warm Winter Reads, as well as other initiatives.

Quality Service Delivery

Wyndham Libraries' response to the challenges of significant population growth in a fast-changing world will continue to be influenced by its capacity to plan for and efficiently deliver the library services the Wyndham community needs. Development of strategic responses to evolving circumstances will be focused on providing excellent customer experiences, informed by community and industry research, and enhanced by mutually beneficial collaboration with other Council departments and community partners.

1. Strategic Library Planning

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/KPI	25/26 KPI status
2 Advocacy actions completed aimed at providing a new flagship library for the City in a key location	Progressing
Truganina Library Lounge open in 2024	Met
Blackforest Road North Library open in 2026	Will not be achieved as outlined in this action plan 2023-2028
Riverdale Library open in 2027	Will not be achieved as outlined in this action plan 2023-2028
Apply for all available funding to assist with library infrastructure maintenance/improvement or new builds	Met
Annually participate in two fact finding visits to other LGA's to increase knowledge of library service best practice.	Progressing
Continue advocacy for expansion and diversification of public library funding to support service provision and community outcomes through attendance at three Public Library Victoria meetings per annum	Met
Continue advocacy for expansion and diversification of public library funding support through 100% participation in library funding advocacy programs led by Public Library Victoria	Met
Trial implementation of an open 24/7 library model by December 2024	Progressing
Conduct two yearly surveys of library users - library survey conducted in 2025	Met

Wyndham City continued to support sector-wide advocacy for the expansion and diversification of public library funding through full participation in advocacy programs led by Public Libraries Victoria. These collaborative efforts focused on promoting the value of public libraries, advocating for increased and sustainable government investment, and strengthening the sector's capacity to meet the changing needs of growing and diverse communities. Through this collective approach, Wyndham contributed to advancing the long-term sustainability and impact of public library services across Victoria.

Planning for the future library sites continues on an ongoing basis. It involves routinely analysing population changes against agreed service targets, whilst balancing affordability of projects, and their operational resource requirements. Current opening timelines based on current library infrastructure planning has Black Forest Road North Library and the Riverdale Library not opening as outlined within the commitments of the Library Action Plan 2023-28. Planned timelines for these sites is now estimated to be beyond 2028 and subject to change.

Early project activities have commenced to support the development of this important community asset and future service delivery for Wyndham's growing population.

Investigation of a potential Open Libraries model is in the early planning stages. The initiative is being explored as an opportunity to enhance community access to library services and facilities beyond traditional staffed operating hours. Project planning activities commenced, with staff engagement supported through regular updates and the establishment of a dedicated information page to keep employees informed about the project's progress, objectives and potential implementation considerations.

Throughout the reporting period, information was shared with the community, including a dedicated Q&A information page on Council's website that provided residents with an opportunity to learn more about the concept, and access information.

The library users survey conducted in August 2025 received over 1,000 responses, and overall satisfaction was 8.5 out of 10 (consistent with previous survey results). Through this library, it was pleasing to see that:

- 93% of respondents agreed that they always feel welcome at the library
- 86% of respondents believe libraries have a reputation as safe places and
- 83% see libraries as hubs for community activities and events.

Of those who responded, 92 per cent were library members. The majority travelled by car (72 per cent), although walking increase from by 7 per cent since last survey in 2023. Respondents to the survey visited the library at least weekly, with almost 80% visiting at least monthly.

The main reasons stated for visiting a library included:

58% Borrowing materials
17% Study, work or meetings
15% attending programs

Areas for improvement identified through the responses received to the survey included availability of parking, opening hours, availability of study spaces and community language collections.

In 2025, it can be said that they survey shows that the libraries are a highly valued, trusted and inclusive service that is meeting community needs well, while facing growing demand for expanded access, culturally responsive collections, additional facilities and longer operating hours

2. Excellent Customer Experiences

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

Action/KPI	25/26 KPI status
Library membership campaign undertaken yearly to maintain or increase library membership	Met
Review staffing models, profile and required training annually (including development of one-to-three-year outlooks) to optimise staff knowledge and enhance customer experience.	Met

3. Partnership and Collaboration

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/KPI	25/26 KPI status
Strengthen connections with community groups and business to inform service planning and enhance user access to relevant services (e.g. education providers, health and welfare providers, community centres, cultural organisations, employment agencies) - One new event or partnership offering per annum	Met
Appointment of an Aboriginal Librarian officer by 2025	Not met

The 2025 library user survey had a total of 1,016 responses, which included 81 from non-members, with the main request for the future being a purpose-built central library, and more library locations in general.

We have not been able to achieve the strategy goal of hiring a First Nations Librarian due to resourcing constraints.

A 2025 staffing review resulted in eight roles being changed location to better accommodate community needs, such as more support for children's programs at Manor Lakes, and a dedicated IT Librarian role at Hoppers Crossing.

For more information visit
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