MONASH PUBLIC LIBRARY SERVICE STRATEGY 2015 – 2018
Year One Action Plan 2015-16: Progress Report June 2016

THEME 1	STRATEGY	ACTION	COMMENTARY
Digital Futures	1.1 Develop a plan to establish Monash libraries as community leaders in digital literacy and digital learning.	1.1.1 Review existing Literacy Plan and develop associated programs and activities in Year 2.	The MPLS Literacy Plan has been reviewed to identify opportunities to improve access to the library's literacy programs and to better align with industry benchmarks. These have been identified through the statewide study and report *Reading and literacy for all: A strategic framework for Victorian public libraries 2015–18*. From the analysis conducted, activities in Year 2 will include provision of a Baby Book program promoting reading to all new born children in Monash, an evening story time program to deliver access to literacy programs by working parents and regular Storytime program to Power Street Neighbourhood House in Ashwood.
		1.1.2 Benchmark digital literacy programs offered by other libraries and agencies.	Benchmarking identified a number of opportunities for improving our digital literacy programs. In 2016/17 the 'Tech Bar' service currently conducted at Mount Waverley Library will be expanded to other branch libraries, with a greater emphasis on providing single session events rather than a series. These will be dedicated to specific issues to complement structured technical courses. Training material for Seniors & CALD PC classes will be aligned to the state wide 'Tech Savvy' programs.
	1.2 Build digital equity within the community through the provision of activities that facilitate skill development amongst otherwise technologically isolated groups in the community.	1.2.1 Identify new groups in the community seeking development, identify key community leaders and initiate contact.	Through 2015/16 library staff collaborated and partnered with various Cultural and Linguistically Diverse (CALD) groups and support services to promote development of "Tech Savvy" skills. Some of the key partnership groups for service delivery were: *Australian Greek Welfare Society* *Alzheimer's Australia* *Café Bazaar* *Carrington Health (Chinese Life! Program)*

			Chinese Seniors Education & Skills Development Association *Department of Human Services* *ECCV (The Voice of Multicultural Victoria)* *Link Health* *Port Phillip Housing at Ashwood/Chadstone, and* *Victorian Immigrant & Refugee Women's Coalition*
		1.2.2 Identify existing resources to support skill development programs.	A review of MPLS resources to support skill development programs has been conducted. It has resulted in expanded use of existing iPads and laptops for training sessions and other relevant technology programs.
		1.2.3 Continue program of workshops promoting digital literacy to identified groups.	During the year MPLS conducted a range of programs and events to promote digital literacy to target groups. Programs have included: • "Introduction to iPad sessions" for Seniors as part of the PALs program of events for Council in the 2015 Seniors Festival. • A series of technology sessions at Glen Waverley Library with members of the *Chinese Seniors Education & Skills Development Association, and* • *MyGOV* information and training sessions with Department of Human Services including Mandarin language sessions in collaboration with the Chinese Seniors Education & Skills Development Association.
	1.3 Encourage digital creativity through the provision of opportunities for shared learning and skill development in the creative arts utilising technologies.	1.3.1 Investigate opportunities to develop digital skills through various maker space technologies.	Through the year a number of 'maker space' programs have been introduced to promote the libraries as places where technical literacies can be developed. These include: • *Craft Table* provides community members with a dedicated table space in the Clayton Library with basic resources to create collaboratively, sharing knowledge while developing creative literacy and learning. • Science Workshops run by volunteers from *Engineers Without Borders - Monash University* aimed at 8 -15 years old, with a focus on STEM (Science, Technology, Engineering and Mathematics) in an interactive and informal way.

			• *Raspberry Pi Makerspace*: a monthly program for children aged 10 and over and parents provides an opportunity to meet at the library and explore computer coding skills with Raspberry Pi computer kits. • *Techsplores* is a monthly session meant for children aged between 5 – 12 years old. The main purpose of the activity is to enable children to explore different technological tools in a supported environment. Topics addressed through the year have included digital literacy, numeracy, creative writing and coding.
		1.3.2 Ensure provision of relevant resources to support digital creativity programs.	The library's technology programs are supported by access to suites of laptops, tablets and *Raspberry Pi* minicomputer kits. These have been configured to support creative technological programs including robotics and writing computer code. The library's physical and online collections have been reviewed and supplemented during the year to ensure support materials are current and accessible.
		1.3.3 Expand program of workshops promoting digital creativity.	Workshops on digital photography for adults have been conducted together with classes on Cybersafety, video communication and social media such as Instagram. These programs allow participants to safely share their creative content digitally with others. School holiday programs have also featured digital creative options such as *Minecraft* (July 2015); *Busy things* and *Digital photography for children* in September 2015.

THEME 2	STRATEGY	ACTION	COMMENTARY
	2.1 Review space allocation in each library and develop a progressive program of internal re-design to achieve greater flexibility, better reflect community interests and attract higher levels of participation.	2.1 1 Conduct a general internal audit of library spaces at all branches and a detailed internal audit of Clayton and Glen Waverley branches to determine opportunities for redesign/reconfigure of floor spaces.	Library staff undertook a review of all library branch sites to identify opportunities to improve usage of spaces and resources. An audit of Clayton and Glen Waverley libraries was carried out by DNACo Construction to identify issues related to access and mobility, acoustics, space planning and collection consolidation. Key recommendations from this process included use of acoustic treatments within busy areas, increasing space available for children's activities, realignment of some collection shelving and increased seating. As a result, the layout of children's collection shelving in Glen Waverley library has been amended to increase space available for activities without reducing collection capacity. Further recommended measures will be actioned as part of capital maintenance programs in the year 2 actions of the MPLS Strategy.
Libraries as Community Living Rooms	2.2 Promote the role of the library as a gathering space for residents to pursue and share literary and creative interests and activities.	2.2.1 Library to be present at key Council events/festivals.	During 2015-16, MPLS has held activities at the following Council events and festivals: • NAIDOC Week: providing indigenous story times, boomerang painting workshop and hosting an indigenous performer; • Ashwood and Chadstone Neighbourhood Days • Mulgrave Neighbour Day • Oakleigh Greek Glendi • Oakleigh Music Festival • Clayton Street Festival. On each of these occasions MPLS has provided opportunities for membership, access to both physical and electronic resources and information on library programs. Themed story times have been offered at both Ashwood – Chadstone and Mulgrave events, Art in the Park (November 2015) and Chinese Story Time at the Chinese New Year and Lantern Festival in February 2016 A special Grandparents Storytime Program was conducted as part of the Seniors Festival. Other activities offered at this Festival in October 2015

			included ipad classes, a talk on social media, the history of Flinders Street Station plus an historic walk around Mount Waverley in collaboration with the Waverley Historical Society.
		2.2.2 Promote library services through the Oakleigh Strengthening Project Community Action Plan.	Library staff were actively involved in the launch of the Oakleigh Strengthening Project Action Plan, highlighting the range of services and resources available at the Oakleigh Library, the Monash Federation Centre and on online. A key event in the Library's Wordfest program, an author talk by Arnold Zable, was held in the Oakleigh Seminar Centre with over 40 people attending.
	2.3 Investigate the feasibility of establishing the libraries as Council Service Centres to better serve local communities and to strengthen the role of libraries as community focal points	2.3.1 Define the scope of Councils services that could be promoted within the libraries.	As a key cultural institution in Monash and with six service points, MPLS is well placed to be a neighborhood conduit for promoting the diverse range of Council's services. The scope of this promotion has the following service priorities: • to actively promote MGA, Art and Cultural events and festivals as the city's cultural and creative services; • to provide opportunities (space, meeting rooms) to promote Council's planning and consultation process, and • to advise the community on future Council events through provision of collateral and via other media.
		2.3.2 Investigate additional opportunities for Council community-based programs within library spaces.	• In October 2016, MPLS worked with various community support groups participating in the Positive Ageing Lifestyles (PALS) inaugural pop up booth program in the Glen Waverley Library forecourt. • In December 2015 Glen Waverley Library hosted Council's Economic Development Unit session for new business owners. • The Glen Waverley Library opened on the Australia Day public holiday and featured a themed children's story time.

| | | 2.3.3 Investigate a Justice of the Peace service at one or two library service points on a monthly basis. | Commencing in November 2015, a weekly Justice of the Peace service was initiated at the Glen Waverley Library. The Justice of the Peace is available each week on Wednesday mornings from 10.30am to 11.30am. |

THEME 3	STRATEGY	ACTION	COMMENTARY
Lifelong Learning and Participation	3.1 Tailor resources and programs to meet the learning and literacy needs of communities.	3.1.1 Undertake a user and non-user survey	MPLS participated in the 2016 Nexus Research library industry phone survey. The process surveys users and non-users, tracking the resident population's usage, perceptions and satisfaction with their public library services and compares these results against results of 11 other public library services for the total survey. In February 2016 MPLS staff surveyed participants at the Chinese Lantern Festival, seeking advice on development of the MPLS Chinese language collections. This has informed the materials being purchased for these collections.
		3.1.2 Investigate the possibility of a library advisory group representative of the diversity of the Monash community.	A review of library engagement methodologies across local government determined that attendance by key library staff at Council's established network of reference/advisory groups rather than developing a sector specific group, would best provide the community with effective means of influencing MPLS strategic direction. The four advocacy groups in the City relevant to the library service are: Positive Ageing Reference Group, Young Person's Reference Group, Multicultural Advisory Committee and the Disability Advisory Committee.
		3.1.3 Develop library programs and activities to further support communities in Ashwood and Mulgrave. Consult key stakeholders in Ashwood and Mulgrave.	In August 2015, MPLS staff met with Council's Place Manager Ashwood & Chadstone and the *Ashwood Chadstone Together (ACT) Network* committee to identify relevant library programs to be based in the Ashwood-Chadstone area. Programs provided to date include: • Monthly story times at the Power Street Neighbourhood House, Ashwood. • Attendance at the Ashwood Family Fun Day in November 2015, • PC Tech classes at 4 Power Avenue with Port Phillip Housing Association. • A January 2016 holiday craft activity was also held at the Power Neighbourhood House with a series of follow up craft events. In the Mulgrave area, MPLS staff initiated a Family History group, meeting at the library lounge each month. Ongoing support has been maintained to two

			Mulgrave based book clubs, including an English as Second Language group, and to weekly storytime sessions during school terms. Key stakeholders have been consulted at Mulgrave via Council's Local Area Community Engagement (LACE) program.
		3.1.4 Undertake information sessions with Council staff to highlight available library services for the community.	• During the reporting period, senior library staff attended information sessions at the Civic Centre and Monash Operations Centre to promote the library's resources and services. • MPLS staff regularly collaborate with Council colleagues to identify opportunities for promotion and deployment of library services and resources at community events and programs across Monash. • MPLS services are promoted to new staff as part of the Council's induction program. This year there has been greater prominence given to the library's resources, both physical and electronic, and the benefits of library membership. • MPLS resources were on display at a 2015 Council Staff Health and Well Being session on healthy lifestyles.
		3.1.5 Investigate how we run storytimes to target specific groups (e.g. Dads/significant males, children with special needs)	A review of story times and their target audiences conducted by MPLS staff determined that offering story times at different times would more conveniently cater for working families/carers and grandparents. Saturday story times have been introduced once a month at Glen Waverley Library to provide opportunities for fathers to come to story times with their children. Tuesday bed time story times are offered at Oakleigh to expand options for children and families/carers. MPLS has also conducted pilot school holiday activities in the evenings to target fathers and other daytime workers.

		3.1.6 Instigate pilot program to provide free book and library membership to every baby born in Monash.	MPLS staff developed the *'My First Book'* program, aligning with the *'My First'* library card and library bag for distribution to new born babies (and their parents). The program was successfully launched at Oakleigh Library in May 2016 and will be distributed in cooperation with Monash Council's Maternal and Child Health (MCH) Services as parents of new babies present for their first MCH session.
	3.2 Promote community interest in cultural diversity through the provision of opportunities for cultural groups to showcase their traditions and the creative skills.	3.2 .1 Invite culturally diverse groups to participate in library events and programs to showcase cultural traditions and promote partnerships, including at story times, school holiday programs and seniors events.	MPLS staff regularly engage with various CALD support groups across the municipality to promote MPLS resources and spaces. The Diversity Inclusion Librarian actively networks with the Monash Multicultural Settlement Services Network, the Australian Greek Welfare Association, Link Health and Community, Chinese Seniors Education & Skills Development Association. Library branch events have included Sri Lankan Dance, Chinese Brush Painting, Boomerang painting workshop and Aboriginal dance workshops. Regular storytime programs in Greek, Chinese and Italian languages are held across the service.
	3.3 Provide library services for new target markets, such as older workers, young unemployed, overseas students and microbusinesses.	3.3.1 Investigate partnerships with government, the EIBC and other agencies to run information sessions on services such as health, transport, employment and business to promote learning opportunities.	MPLS made strong connections with the EIBC over the reporting period. In November and December 2015 two 'Resources for Business' sessions were conducted by library staff at the EIBC. MPLS staff presented at a forum for Home Based Businesses in the Glen Waverley Library and hosted 'respite' storytimes for sessions at Clayton and Glen Waverley Libraries. Job seeking skills and resume writing programs have been conducted throughout the year to support employment opportunities and return to workforce confidence and potential. My Gov Sessions information sessions have been held both in June 2016 and during 2015.
	3.4 Work with other Council services and community organisations to encourage socially	3.4.1 Further develop partnerships with Council's Multicultural Support Officer, HACC and Community Care to develop programs whereby	In February 2016, MPLS commenced a program with the Australian Greek Welfare Society (AGWS) and Fronditha Care enabling a group of Greek seniors to come to Clayton Library by bus on the first Wednesday of each month. Induction sessions and tours of the branch highlighted Greek resources and services.

	isolated residents to	identified community groups	In October 2015, MPLS partnered with ECCV (The Voice of Multicultural
THEME 4	**STRATEGY**	**ACTION**	**COMMENTARY**
	advantage of learning opportunities and opportunities to connect with others.		Chinese seniors.

DIL hosted a bus visit to the Glen Waverley Library by a group of socially isolated seniors, supported by Link Health. A morning tea and round table information session was conducted along with a tour of the branch and time to browse the collections. |
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| | 3.5 Encourage and support participation in library activities | 3.5.1 Explore new ways to communicate with users and non-users in consultation with Council's Communication Team | In May 2016, a review of library engagement methodologies noted the necessity of using a strategic approach to community consultation and adopting the principles of the *Monash Engagement Framework* when engaging with new target markets. It further identified that partnering with community groups and building collaborative relationships with internal stakeholders can extend the libraries reach. Regular analysis of feedback from program attendees including story times, social media posts and analysis of gender disaggregated data will also shape planning and service outcomes and enhance communication.

MPLS staff are collaborating with Council's Communications team via the Digital Media Working Group to explore ways of extending reach to non – users using social media platforms. |

		4.1.1 Prepare for Electronic Document Management System (EDMS) including integration of library and council email systems.	In preparation for the introduction of EDMS, MPLS Coordinators attended Business Change Champions meetings and advise staff of actions required. The EDMS project team attended a Library Leadership Team meeting to talk about the project and its impact on the library network and file structure. Administration Officers have been recently nominated as additional Change Champions to assist in the implementation process. Integration of MPLS and Council email systems will occur in 2016/2017.
	4.1 Participate in Council wide improvements to system/service delivery		
Building Internal Capability		4.2.1 Review library bibliographic team structures, responsibilities and resources.	A Terms of Reference (TOR) have been developed for MPLS' two bibliographic teams – Adult Services and Youth Services. The TOR documents outline the governance structure to inform deliverables, objectives, membership and stakeholders. They are aligned to the Victorian Public Libraries Network *Reading for All Strategy* and the *Monash Public Library Service Strategy 2015-2018* in accordance with the approved MPLS capital and operating budgets.
	4.2 Seek opportunities to enhance productivity and strengthen service offerings through a comprehensive review of systems and processes.	4.2.2 Undertake first year of Radio Frequency Identification (RFID) implementation program	The first year milestones for this project are on track. The program commenced with a tendering process, appointment of Bibliotheca as the project vendor, tagging of the entire collection and purchase of hardware. Installation of equipment at Oakleigh Library will be completed by 30 June 2016.

In year 2 of the project, testing of equipment will follow in early July and other equipment will be rolled out to other sites. An RFID Consultative Team and staff information sessions are part of the communication strategy for each stage of the project. |
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	4.3 Examine trends in library staffing profiles nationally and internationally and document future skills requirements.	4.3.1 Investigate future workforce planning requirements	Future work place planning requirements for MPLS are closely aligned to the *'Reviewing Workforce Development Action Plan'* produced for State Library Victoria and PLVN. It identifies the need for leadership development, increased skills in digital literacy, partnerships, collection development and library programming to strengthen community cohesion. Consequently, there is a need for MPLS to develop these skill sets in staff. During 2015-2016, an MPLS staff member was accepted into the *SLV Shared Leadership Program* which focuses on emerging leaders in the library and information profession. Six staff have participated in the digital training in *Jump Start* program, six staff have undertaken partnership training with one staff member completing an advanced partnership training and another four staff attended a seminar in June 2016 on collection development. Further, one staff member has been accepted into the prestigious INELI Program 2016-17. The program develops high level leadership skills and creates an international network of future library leaders across the Asia-Pacific region.
		4.3.2 Produce report on future trends in libraries and their impact on staffing profiles in order to develop future directions	A report on future libraries was produced. Based on national and international industry developments in the field of contemporary public library practice and skill development, the report was intended to inform the strategic development of workforce planning for MPLS and the need for continued investment in this essential centre of community life, cohesion and a credible source of information, skill and expertise. This direction accords with the findings of the Victorian Public Libraries 2030 Strategic Framework released in 2014-15. Aspects of development include: • Creativity: the desire to unlock, express, develop & record creative interests; • Collaboration: The willingness to partner, cooperate & share with others; • Brain health: The need for lifelong mental engagement, stimulation &

			care;
			• Dynamic learning: The need to continually learn new knowledge & skills to participate fully in a rapidly changing environment; and
			• Community connection: The desire for stable and trusted relationships with people and places of common interest
			It is evident that there is a need for partnership development a library workforce that has the the agility and capability to respond to the changing social dynamic and expectations of a diverse array of stakeholders. Libraries therefore need to develop staff that lead and respond to this changing dynamic.
		4.3.3 Support Monash staff to be Critical Friends for the Digital Skills Working Party PLVN/SLV project.	MPLS was represented on the Statewide *Digital Skills Working Party*, resulting in an MPLS staff member providing online support in the State Library of Victoria (SLV) digital literacy training program *Jump Start*. This staff member has continued to be involved in *Jump Start* and is a mentor for other staff participating in the program.
	4.4 Undertake an audit of staff skills and skills gaps and plan a comprehensive development program to build the capabilities needed to achieve the outcomes envisaged in the Strategic Plan.	4.4.1 Conduct staff performance conversations to identify skills and skills gaps.	Staff performance conversations are conducted for all permanent staff twice yearly as per Council's schedule. Skill gaps and training requirements are identified for each staff member and subsequent training is provided with reference to the Corporate Training Calendar or external providers.
		4.4.1 Develop programs and training opportunities in line with outcomes from performance conversations.	A range of training programs have been undertaken by MPLS staff during 2014-15 according to the identified needs of individual and team based initiatives, strategic development requirements and changes to process and practice. These have included: • Safe and Positive Workplaces • Manual Handling

			• Story Time Skills training
			• Digital Preservation
			• Communication Awareness/Access Training
			• training in a wide range of IT applications.
			MPLS staff have undertaken online courses via Lynda.com in customer service and nominated staff have attended professional development programs offered by the state's peak body Public Libraries Network Victoria (PLVN) and the State Library of Victoria (SLV).

KEY TO ABBREVIATIONS

CEA: Community Engagement Librarian: Adult
CEY: Community Engagement Librarian: Youth
CLO: Coordinator Library Operations
CRS: Coordinator Resources & Systems
CRS: Coordinator Resources & Systems
DIL: Diversity & Inclusion Librarian
LLT: Library Leadership Team

LTL: Learning Technologies Librarian
MIA: Manager Information & Arts
MPLS: Monash Public Library Service
PAL: Positive Ageing Librarian
RFID: Radio Frequency Identification
LTL: Learning Technologies Librarian