

## MONASH PUBLIC LIBRARY SERVICE STRATEGY 2015 – 2018

## DRAFT YEAR TWO ACTION PLAN 2016 – 2017

THEME 1	STRATEGY	ACTION	TIMEFRAME	RESPONSIBLE
Digital Futures	1.1 Develop a plan to establish Monash libraries as community leaders in digital literacy and digital learning.	1.1.1 Provide literacy support programs informed by <i>Reading and literacy for all: A strategic framework for Victorian public libraries 2015–18</i> developed by the State Library of Victoria with the Public Libraries Victoria Network.	March 2017	CEY, CEA, DIL & CRS
		1.1.2 Review options presented in the Victorian Public Libraries Review and recommend on benefits to the Monash community, including the potential for shared services and enhanced collaboration across the State.	June 2017	MIA, CRS & CLO
	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 Engage with local communities in Mulgrave and Ashwood to develop and implement relevant technology based programs.	June 2017	LTL & CRS
		1.2.2 Development and delivery of <i>Victorian Tech Savvy Seniors</i> digital training programs to Monash’s CALD communities.	June 2017	CRS, DIL & LTL
	1.3 Encourage digital creativity through the provision of opportunities for shared learning and skill development in the creative arts utilising	1.3.1 Implement a series of programs and workshops promoting Science Technology Engineering and Mathematics (STEM) literacy.	December 2016	LTL, CEA & CEY
		1.3.2 Ensure provision of relevant resources to support digital creativity programs.	June 2017	CRS & LTL

	technologies.	1.3.3 Provide a public accessible online platform for recording and celebrating the history of Monash.	June 2017	CRS, LTL & CEA
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THEME 2	STRATEGY	ACTION	TIMEFRAME	RESPONSIBLE
<b>Libraries as community living rooms</b>	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 a. Review acoustic treatments to improve noise management at Glen Waverley Library and Clayton Library.	December 2016	CRS & CLO
		2.1.1 b. At Clayton Library, review options to increase floor space for children's activities with additional 'easy care' ottoman style seating.	March 2017	CRS & CLO
		2.1.1 c. Review seating in the Glen Waverley Library children's area to maximise community access to increased floor space.	March 2017	CRS & CLO
		2.1.1 d. Review and action options for upgrade of sun glare window treatment at Clayton.	October 2016	CRS & CLO
		2.1.1 e. Increase the number of wifi/study desks at Oakleigh Library.	March 2017	CRS & CLO
		2.1.2 Implement a pop up space in the Glen Waverley Library forecourt.	March 2017	MIA, CRS & CLO
		2.1.3 Implement equitable access program works at Glen Waverley Library and Wheelers Hill Library.	June 2017	MIA, CRS & CLO
	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 Inform the design development of the proposed Glen Waverley Library Community Hub.	June 2017	MIA & LLT
		2.2.2 Actively participate in Council's festival program.	June 2017	CEA, CEY & DIL
		2.2.3 Investigate collaborative opportunities with tertiary institutions to present ideas and innovation activities to the community.	March 2017	LLT
2.2.4 Review spaces and introduce art installations and exhibitions at libraries according to space allocations.		March 2017	MIA & LLT	

		2.2.5 Review and introduce opportunities for activating Oakleigh Library foyer and Clayton Library terrace.	June 2017	MIA & LLT
		2.2.6 Promote MPLS through the Oakleigh Strengthening Project Community Action Plan.	June 2017	MIA & LLT
		2.2.7 Promote spaces and opportunities for regular group and self-directed creative pursuits such as games, meeting and craft activities to promote friendship and local cohesion.	Ongoing	CEA, CEY, DIL & LTL
	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.	2.3.1a. Create: Provide a permanent presence in our libraries to actively promote MGA, Art and Cultural events and festivals.	November 2016	CRS, CLO & MIA
		2.3.1 b. Consult: Provide opportunities (space, meeting rooms) to promote Council’s planning and consultation process.	June 2017	LLT
		2.3.1 c. Communicate: Advise community on future Council events-brochures; screen savers.	June 2017	CEA & CRS
		2.3.2 Continue facilitating Council community-based programs within library spaces.	June 2017	DIL,CEA,CEY & CLO

THEME 3	STRATEGY	ACTION	TIMEFRAME	RESPONSIBLE
<b>Lifelong learning and participation</b>	3.1 Tailor resources and programs to meet the learning and literacy needs of communities.	3.1.1a Undertake a user and non-user survey.	June 2017	CLO & CRS
		3.1.1b Conduct a user satisfaction survey focusing on early literacy programs.	Ongoing	CEY
		3.1.2 Actively participate and pursue partnerships with community organisations.	Ongoing	LLT
		3.1.3 Maintain a quality library collection that supports the lifelong learning and recreational interests of the diverse Monash community.	Ongoing	CRS
		3.1.4 Define and implement benchmarks for the library's early years literacy programs.	June 2017	CRS, CLO & CEY
		3.1.5 Continue to offer library programs and activities to further support communities in Ashwood and Mulgrave.	Ongoing	CEY,CEA & LTL
		3.1.6 Continue to provide a program of accessible Storytimes, including AUSLAN, Saturday Mornings and Bedtime programs.	Ongoing	CEY & DIL
		3.1.7 Continue to support 'Baby Book' program for new born babies in collaboration with Maternal and Child Health Services.	Ongoing	CRS & CEY
	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 Continue to provide opportunities for CALD groups to highlight cultural identity through Storytime and other programs, including the Chinese Lantern Festival.	June 2017	CEY, CEA & DIL

		3.2.2 Conduct scheduled program of CALD collection promotion days associated with cultural festivals and events.	Ongoing	CRS & DIL
	3.3 Provide library services for new target markets, such as older workers, young unemployed, overseas students and microbusinesses.	3.3.1 Continue to promote online library resources and services to identified target groups, notably the Eastern Innovation Business Centre (EIBC) and other stakeholders.	Ongoing	LTL
	3.4 Work with other Council services and community organisations to encourage socially isolated residents to visit libraries and take advantage of learning opportunities and opportunities to connect with others.	3.4.1 Continue to partner with Council's Multicultural Support Officer, HACC and Community Care to develop programs whereby identified community groups can visit libraries.	Ongoing	DIL
		3.4.2 Collaborate with Australian Bureau of Statistics to better inform the Monash community regarding participating in the 2016 Census.	August 2016	LTL
		3.4.2 Collaborate with Monash Medical Centre to provide patients with web access to online library resources.	December 2016	CRS & LTL
	3.5 Encourage and support participation in library activities.	3.5.1 Develop and deliver an engaging Word Fest program for 2017.	Ongoing	CEA & CEY
		3.5.2 Provide a series of activities for children, teens & adults to promote lifelong learning and trans literacies.	Ongoing	CEA & CEY

THEME 4	STRATEGY	ACTION	TIMEFRAME	RESPONSIBLE
<b>Building internal capability</b>	4.1 Participate in Council wide improvements to system/service delivery.	4.1.1 Implement integration of MPLS Wide Area Network with Council network to support strategic delivery of library services.	June 2017	MIA & CRS
	4.2 Seek opportunities to enhance productivity and strengthen service offerings through a comprehensive review of systems and processes.	4.2.1 Undertake second year of Radio Frequency Identification (RFID) implementation program.	June 2017	LLT
		4.2.2 Introduce online payments of library charges.	March 2017	CLO & CRS
	4.3 Examine trends in library staffing profiles nationally and internationally and document future skills requirements.	4.3.1 Support opportunities for staff leadership development; digital literacy and other skill development as outlined in <i>Victorian Public Libraries 2030 &amp; Victorian Public Libraries; Our Future our Skills research Report &amp; ARUP Future Libraries report.</i>	June 2017	SDL & CLO
		4.3.2 Support capacity for staff to attend professional forums and workshops including the annual staff strategic planning day.	Ongoing	SDL & CLO
	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 Develop and implement staff programs and training opportunities to optimise library service delivery to the Monash community.	Ongoing	SDL & CLO

## KEY TO ABBREVIATIONS

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

LLT: Library Leadership Team  
LTL: Learning Technologies Librarian  
MIA: Manager Information & Arts  
PAL: Positive Ageing Librarian  
SDL: Services Development Librarian/s