

Boroondara Library Services Action Plan 2020-25



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Introduction

The Boroondara Library Service Plan outlines the direction of Boroondara Library Service for 2020 – 2025. This document is supplementary to the plan, highlighting important key points and actions that will be undertaken over the next five years.

Boroondara Library Service vision:

An inspirational Library Service where the community is central and everyone feels welcome.



There are six strategic objectives within the Boroondara Library Service Plan. Under these objectives, priorities have been identified for work to be undertaken over the next five years in order to deliver on our vision.

1. Community Engagement and Participation

This is at the core of what we do. We want people to come to our Libraries to learn, share ideas and connect with other people.

2. Collections

Our collections – both physical and digital – are second to none. When people come to Boroondara Library Service, they have access to a high quality and contemporary offering.

3. Buildings, Facilities and Spaces

Our Library buildings and spaces are a core part of our offer. We have a range of spaces with a different use and theme. There are areas for quiet, reflective reading and also more active spaces for connecting, doing things and sharing ideas.

4. Innovation and Technology

Technology is the modern enabler of access to the information ‘super highway’. It opens the door to a whole world of resources for the people of Boroondara. We help people navigate their way through the use of various technology.

5. Local and Family History

Local and family history is all our local stories. It’s a key part of the Library’s role to be part of its preservation and also its telling.

6. Programs, Events and Services

The Library is now an active, engaging, creative space: it’s a place where you go to learn, talk, engage, hear new ideas and do things.

The Boroondara Library Service Plan was formally adopted by Council on Monday 14th September 2020. The plan was developed in close consultation with the community to ensure it addresses areas that are most important to Boroondara residents as well as current and future library users. A number of actions have been developed under each strategic objective and these will be carried out over the next five years to improve Boroondara Library Service. These actions are summarised in the action plan below.

Strategic Objective 1: Community Engagement and Participation

Action	2020/21	2020/21	2022/23	2023/24	2024/25
1.1 Review and respond to feedback from library customers to continually improve our services.	●	●	●	●	●
1.2 Partner with other Council services, community groups and agencies to leverage the high level of community engagement in our libraries.	●	●	●	●	●
1.3 Undertake a community awareness campaign to promote library collections, services and activities/events to all demographic groups within the community.	●	●	●	●	●
1.4 Conduct a review of library fees and fines.	●				
1.5 Explore opportunities to improve the customer experience by increasing accessibility to the collection, technology, programs and services and implement as appropriate.	●	●	●	●	●
1.6 Collate and provide community information in a variety of formats that are tailored to the needs of specific and discrete library user segments.	●	●	●	●	●



Strategic Objective 2: Collections

Action	2020/21	2020/21	2022/23	2023/24	2024/25
2.1 Promote a love of reading and improve literacy through reader development activities and provide an extensive reader advisory service.	●	●	●	●	●
2.2 Review and improve access to collections in various formats in order to meet changing community demand.	●	●	●	●	●
2.3 Leverage the uptake of e-books and e-audio as a result of COVID-19 by continuing to increase the size and quality of the digital collection through our 24/7 Library Service.	●	●	●	●	●
2.4 Review and improve collections in languages other than English, in line with changing community demands, demographics and expectations.	●	●			
2.5 Build high quality collections in all a variety of formats including hardcopy, electronic and audio books – both fiction and non-fiction, magazines, periodicals, music and movies.	●	●	●	●	●
2.6 Explore and implement opportunities for customer driven selection of collections in a variety of formats.	●	●	●	●	●
2.7 Partner with traders, community groups and community members in support of book sharing and building community connections, for example Little Libraries, second hand book sales etc.	●	●	●	●	●

Strategic Objective 3: Buildings, Facilities and Spaces

Action	2020/21	2020/21	2022/23	2023/24	2024/25
3.1 Commence the redevelopment of Kew Library to create contemporary and integrated Library experiences.			●	●	●
3.2 Undertake preparation for the redevelopment of Hawthorn Library to create contemporary and integrated library experiences.					●
3.3 Review opening hours of all branches to ensure a full and balanced service to the community.		●			
3.4 Review and improve library spaces and services with a focus on ensuring learning, inspiration and creativity opportunities for all library users at various stages and abilities in life.	●	●	●	●	●
3.5 Continue to evolve library spaces and respond to technology changes and local community needs.			●		

Strategic Objective 4: Innovation and Technology

Action	2020/21	2020/21	2022/23	2023/24	2024/25
4.1 Review and improve library technology to maintain currency and ensure ease of use.	●	●	●	●	●
4.2 Enhance the technology, systems and infrastructure of the library to enable customers to optimise the use of their own devices.	●	●	●	●	●
4.3 Reduce the digital divide by assisting people to improve their digital literacy.	●	●	●	●	●
4.4 As technology changes facilitate experiences with emerging technology in our libraries.	●	●	●	●	●

Strategic Objective 5: Local and Family History

Action	2020/21	2020/21	2022/23	2023/24	2024/25
5.1 Promote a love of history and heritage by preserving and sharing our local and family history collection with the community.	●	●	●	●	●
5.2 Partner with local historical societies to create dedicated spaces and facilities to house local history collections and make them accessible to the community.	●	●	●	●	●
5.3 Undertake an assessment of all Library-held local history materials and identify and implement ways to make them more accessible to the community.	●	●			
5.4 Engage volunteers in the community to identify and make accessible the local and family history resources within the community.		●	●	●	●



Strategic Objective 6: Programs, Events and Services

Action	2020/21	2020/21	2022/23	2023/24	2024/25
6.1 Identify opportunities to improve library programs, activities and events, by delivering contemporary programming that promotes a love of reading, lifelong learning, increases social inclusion and builds community connections.	●	●	●	●	●
6.2 Explore opportunities to introduce writing, collaboration and community writing programs.		●	●		
6.3 Explore opportunities to encourage and promote the use of library spaces for student collaboration and study, particularly during exam study periods.	●	●	●	●	●
6.4 Provide access to technology and training in the libraries for jobseekers in seeking work, in partnership with relevant Council departments and community service organisations.	●	●			
6.5 Partner with local community groups and individuals to develop and deliver new programs and events that address/respond to broad and current social issues and topics.	●	●	●	●	●
6.6 Partner with educational institutions including kindergartens, primary schools, high schools, universities, neighbourhood houses, U3As etc. to foster an appreciation of lifelong learning.	●	●	●	●	●
6.7 Develop and implement programs and activities in languages other than English.	●	●	●	●	●
6.8 Acknowledge and celebrate diversity and culturally significant days through displays and story time sessions at the libraries in collaboration with relevant Council departments and community service organisations.	●	●	●	●	●

Further information

To view the full Boroondara Library Service Plan visit www.boroondara.vic.gov.au/library-service-plan or call us on **9278 4666** for more information.

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