



# Library Action Plan 2021-26

[portphillip.vic.gov.au](http://portphillip.vic.gov.au)



Community Vision

# Proudly Port Phillip

**A liveable and vibrant City that enhances the wellbeing of our community**

Strategic Directions



## Inclusive Port Phillip

A City that is a place for all members of our community, where people feel supported and comfortable being themselves and expressing their identities.



## Liveable Port Phillip

A City that is a great place to live, where our community has access to high quality public spaces, development and growth are well-managed, and it is safer and easy to connect and travel within.



## Sustainable Port Phillip

A City that has a sustainable future, where our environmentally aware and active community benefits from living in a bayside city that is greener, cooler, cleaner and climate resilient.



## Vibrant Port Phillip

A City that has a flourishing economy, where our community and local businesses thrive, and we maintain and enhance our reputation as one of Melbourne's cultural and creative hubs.



## Well-Governed Port Phillip

A City that is a leading local government authority, where our community and our organisation are in a better place as a result of our collective efforts.

# Library Action Plan 2021-26

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## Acknowledgement

Council respectfully acknowledges the Traditional Owners of this land, people of the Kulin Nations. We pay our respect to their Elders, past and present. We acknowledge and uphold their continuing relationship to this land.

# Mayor's message

**On behalf of Council, I'm delighted to present our Library Action Plan 2021-26. This Plan sets out our vision for library services across Port Phillip and the key actions to help achieve our goals over the next five years - and beyond.**

Port Phillip's five library branches, online services and outreach programs reach more than 55,000 people, one of the highest library membership rates in Victoria. They play a critical role in our City and are an essential part of our community and cultural infrastructure.

When formulating this Plan, it was important for us to hear from the community about their hopes and aspirations for our libraries, what people already value and where they think we could better meet current and emerging needs.

We have listened and, while our libraries will still be about books, they will include so much more.

This Plan is especially timely as community spaces, such as libraries, are more important than ever in supporting community resilience and providing a safe place for people to go as we all work through the continued challenges presented by the COVID-19 pandemic.

This important document sets out key focus areas to help keep our service relevant and responsive to our community. Libraries are for everyone and are places where we will:

- Help people feel they **belong** and provide an opportunity for them to participate in community life
- **Connect** people with the services and resources they need, and each other
- Help people **grow** through programs supporting learning, reading and relationships
- Encourage people to **create** and turn ideas into reality
- Listen to our community so we can **sustain** our library services and ensure they remain relevant as their needs change.

By embedding these principles, we have created a pathway to help build a creative, liveable, prosperous and socially connected City for all those who live and work here, while still recognising our current services.

I'd like to thank everyone who helped inform this Plan, especially those who contributed their thoughts and ideas through our community engagement program. We will continue to engage and listen to our community over the life of this Plan.

I am excited by the many possibilities ahead and hope you are too as we move into the next chapter of our much-loved library services.



**Louise Crawford**  
Mayor  
City of Port Phillip



## Library's Vision

**Australia's best inner urban network of neighbourhood libraries, helping to make Port Phillip a creative, liveable, prosperous and socially connected city for everyone who lives and works here.**

**Our libraries will be Port Phillip's centre of culture, creativity and connection.**



# About the Plan

The need for a Library Action Plan was expressed in Council's Art and Soul - Creative and Prosperous City Strategy 2018-22 under Outcome 3: Arts, culture and creative expression are part of everyday life.

## A beautiful, bold and creative City

As one of the oldest areas of European settlement in Melbourne and the traditional lands of the Yalukit Willam clan of the Boon Wurrung, Port Phillip is known and treasured for its rich heritage, urban village feel, arts and culture, and tourism appeal.

The City has an established and emerging creative industries sector which accounts for one-third of local economic activity.

The City has a high proportion of people aged 25 to 39 years, with lower numbers of children, young people, older workers and retired people. We know that most Port Phillip residents have high average levels of education, employment, income and literacy. Most households have access to the internet and digital services, however some of our residents do not.

Port Phillip is home to people who experience multiple forms of disadvantage. While there are generally high levels of advantage and favourable health outcomes in Port Phillip, extreme disadvantage and poorer health outcomes exist in some of our neighbourhoods.

Our libraries are free and equal; everyone is welcome. We need this plan to ensure that our libraries stay responsive to community needs and make Port Phillip a creative, liveable, prosperous and socially connected city for everyone who lives and works here. We want to:

- harness our communities' creativity
- improve literacy and lifelong learning
- facilitate personal development and wellbeing
- enable social and digital inclusion
- connect and inform citizenship
- make a stronger, more creative and culturally inclusive community
- enhance placemaking
- support economic and workforce development.

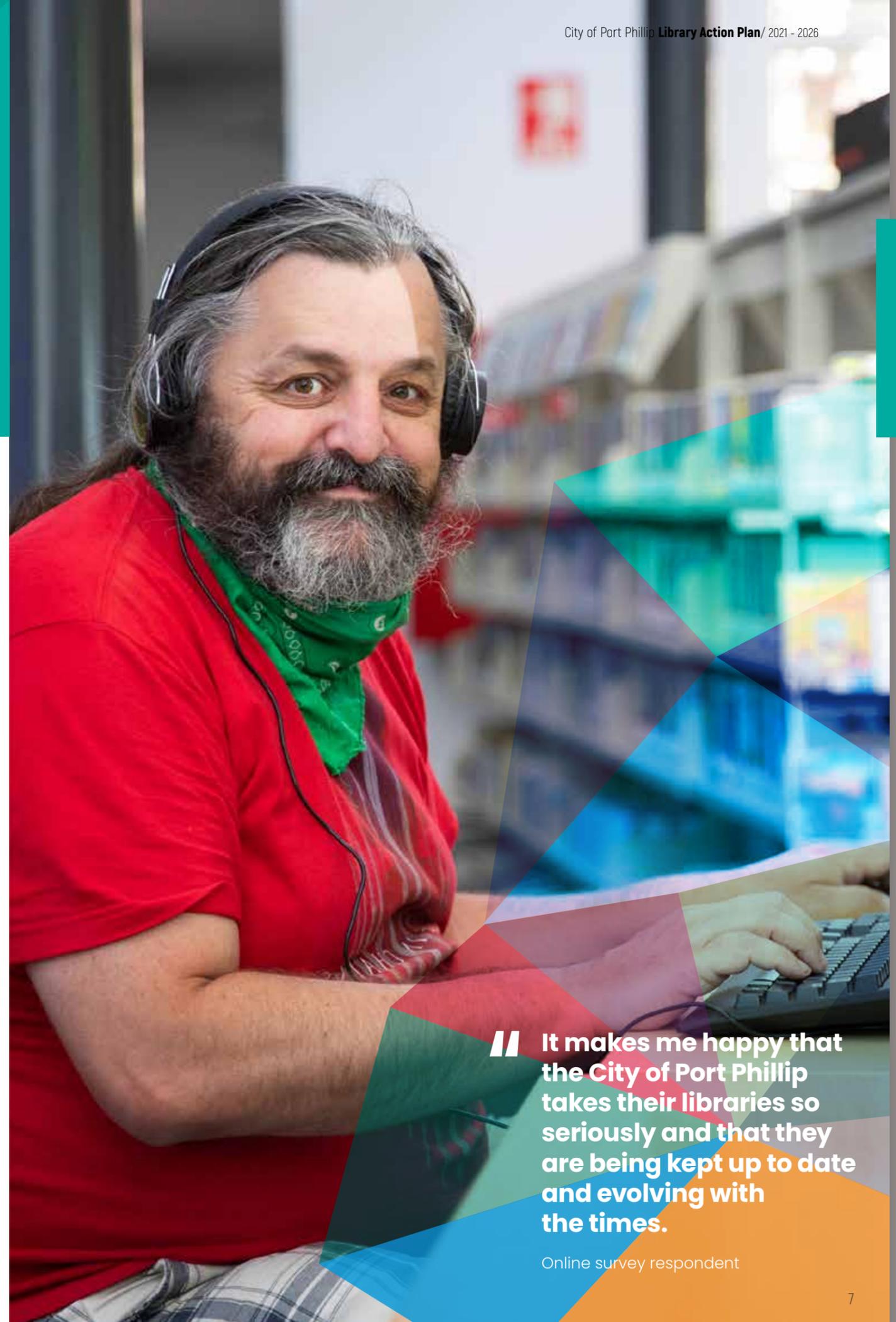
### Port Phillip libraries are:

A vital part of the City's cultural and social infrastructure

Supporting the creative eco-system through art, ideas and education

Welcoming spaces to access books, technology and to learn

Providing opportunities for social connection and are a place of refuge



**“ It makes me happy that the City of Port Phillip takes their libraries so seriously and that they are being kept up to date and evolving with the times.**

Online survey respondent

## 21st century library trends

While Port Phillip libraries have high-levels of membership and customer satisfaction, we want to strive to be the best urban library service in Australia. To do this, we need to keep pace with contemporary library practices and trends.

Libraries around the world are becoming social anchors and keystone institutions in urban renewal and regeneration projects. They are meeting the increasing community demand for learning and social activities across life stages: in early years' and adult literacy, book clubs, technology and school holiday programs, young adult programs, digital literacy, craft and social activities, life-skills and information sessions.

Many libraries are getting their members more involved in the design of services, programs and collections. Libraries are using outreach to meet people where they live, work, learn, shop and play.

New partnerships with creative and cultural industries, businesses and entrepreneurs, schools, not for profits and local historical societies create opportunities for libraries to deliver greater economic and public value.

New library technologies are increasing the ways people can access libraries, allowing them to reserve and check-out items, access library branches 24/7, and benefit from artificial intelligence (AI) and virtual reality (VR) approaches to education.

The size and composition of library collections is changing as more information becomes available online and in electronic formats, such as eBooks and audio books. They are arranging their books by genre, and they are being displayed cover out like bookstores, making books easier to browse.

Libraries are adjusting their collection footprint to free up flexible space for a mix of quiet and noisy, individual and collaborative activities.

Along with these changes, the skill mix in the library workforce is expanding to include people with expertise in education, community engagement, social work and youth work, digital, program development, marketing, and program and partnership development.

### The national and international case studies that help illustrate these trends:

**DOKK1, Aarhus, Denmark**  
dokk1.dk/english

**Vancouver Public Library Inspiration Lab**  
vpl.ca/inspirationlab

**Bunjil Place Library, Casey-Cardinia**  
cclc.vic.gov.au/branches/bunjil-place/

**Marrickville Library, Sydney**  
innerwest.nsw.gov.au/explore/libraries/new-marrickville-library

## Changing community expectations

The Port Phillip community is diverse and changing. While there is no typical resident or customer in our City, we know that our customers expect high quality, efficient public services and meaningful opportunities to communicate and engage with Council; this includes our Library services.

There are also increasing expectations around access to information, efficiency in responding to customer requests and providing engaging, informative content on our websites and social media channels. Access to technology is a vital part of our service provision and our Libraries provide this access for many people in our community. Our community recognises Libraries as places to connect, learn, access information and books.



# Listening to our community

To develop this plan we engaged with our community using a range of consultation methods including interviews, surveys and focus groups. We asked the Port Phillip community for their ideas about what they expect from our libraries and how our libraries could do more to help them. The many and varied responses have been defined into five key areas for action; the creation of spaces that are beautiful and help people to build connections, responsive programming, a great library collection and future oriented technology.



**We need this plan to ensure that our libraries stay responsive to community needs and make Port Phillip a creative, liveable, prosperous and socially connected city for everyone who lives and works here.**

## Beautiful spaces

You told us that you love your local library and you're concerned that not enough money has been invested in the facilities over recent years. You said that beautiful libraries attract more visitors, increase community pride and contribute to stronger communities.

You asked for improvements to infrastructure, amenities, fittings and furniture. You would like brighter, lighter, more contemporary libraries with separate areas for children and students and quiet reading and working spaces as well as more meeting spaces for community groups, for classes and activities and for collaborative work. You would also benefit from longer opening hours, including evenings and weekends.

## Engagement and connection

Through consultation with you we learned that many residents come to the libraries to connect with others – parents connect through children's activities, young people connect through book groups, isolated people can talk to staff, and like-minded people can meet.

You asked for more opportunities to connect, especially for those from diverse communities as well as young people and older people. You would like us to liaise with local interest groups and ask you for your ideas and be more open to feedback. You want to hear from your libraries more often about the range of services and programs on offer.

## Responsive programming

You asked for a variety of literary and creative programs in libraries. You would appreciate opportunities for creativity, innovation, community learning and social cohesion and to be involved in planning programs to ensure they reflect local interests.

There is also a strong desire for more children's programs like story time and rhyme time. For young people, more creativity sessions, school holiday programs, reading groups and homework clubs. For adults, you suggested technology classes and more literary and literacy programs.



## A contemporary collection

For many people, the library is still a place to borrow and read books, newspapers and magazines as well as a variety of other formats.

You told us that the library is a valued place to support your family's love of reading. You also told us that you were noticing fewer new items on the shelves and we should increase the scope and breadth of our collection. While you value our digital collections, it is apparent that many of you are unaware of the full range available.

Many of you would like these collections expanded to be comparable to the more traditional hardcopy collections. You told us that you would like to see the library collection more fully meet the needs and interests of the different communities across Port Phillip, including older people from diverse cultural backgrounds.

## Future-oriented technology

While most Port Phillip residents are connected at home, the consultation showed that residents are still seeking technology services in libraries. Young people and those on low incomes may not be able to afford equipment or needed software, and older people may need training and assistance.

New technology can support innovation and creativity. You asked for better Wi-Fi, highly skilled, technology-savvy staff, more computers, new and leading-edge technology and digital literacy classes to make the most of these technologies.

# Challenges and opportunities

Port Phillip libraries have a high customer satisfaction rating of 9.9 out of 10, based on its large and diverse collections, literacy and learning programs for people of all ages, information and reference services, free access to computers and WiFi, convenient public spaces and customer-focused staff.

Port Phillip has the highest benefit to cost ratio of all Victorian public libraries, \$6.50; well above the Victorian average of \$4.30 and ahead of all neighbouring libraries.

Port Phillip's five library branches, online services and outreach programs reach more than 55,000 people, one of the highest library membership rates in Victoria. With a collection of 210,000 physical items and 25,000 eBooks, in 2018-19 the libraries had:

## On-site presence

647k

branch visits

937k

loans of books, magazines, DVDs

31k

attendances in hundreds of onsite and offsite library programs and activities

## Online presence

130k

unique website users

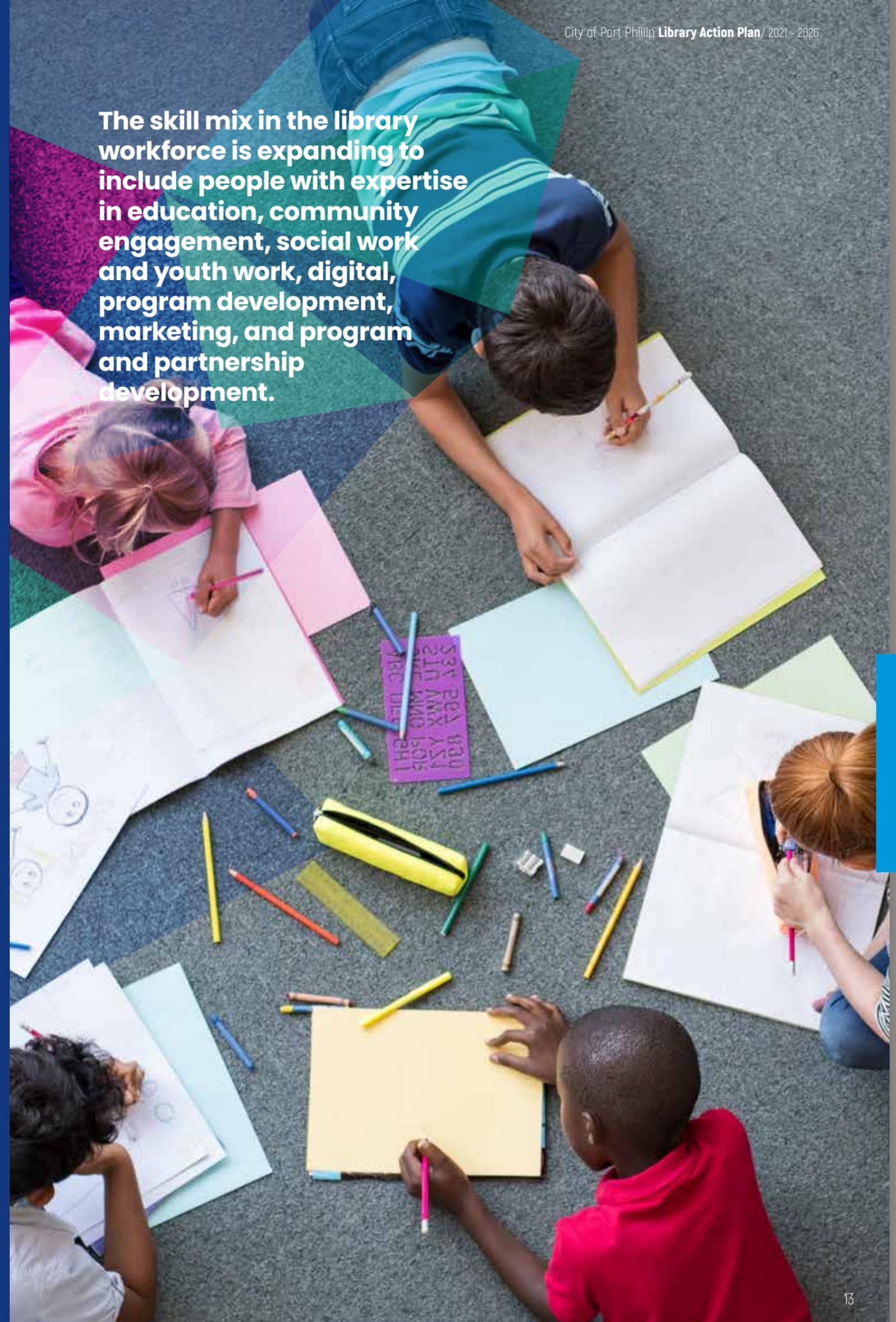
84k

bookings of public-access computers

138k

loans of eBooks

The skill mix in the library workforce is expanding to include people with expertise in education, community engagement, social work and youth work, digital, program development, marketing, and program and partnership development.



## Our libraries



### Albert Park Library

319 Montague Street,  
Albert Park 3206

Established in 1985, Albert Park Library is our second largest library set in the heart of Albert Park shopping precinct and serving the community with a rotating modern collection, IT access and a thriving children's collection with popular story time sessions.

#### Floor area

740 sqm

#### Weekly hours (56 hours in total)

- Mondays to Wednesdays 10 am to 8 pm
- Thursdays and Fridays 10 am to 6 pm
- Saturdays 10 am to 5 pm
- Sundays 2 pm to 5 pm

#### Annual visits

**88,586** from 2019 to 2020

#### Annual loans

**83,136** from 2019 to 2020

#### Last refurbishment

Public toilet refurbishment in 2020



### Emerald Hill Library and Heritage Centre

195 Bank Street,  
South Melbourne 3205

Established in 1915, this library branch includes a focus on local history and heritage services. It has a large children's collection and active support for young people through our homework club. It also has a community space for programs and small events.

#### Floor area

861 sqm

#### Weekly hours (40 hours in total)

- Mondays and Fridays 10 am to 6 pm
- Tuesdays 12 pm to 8 pm
- Wednesdays and Thursdays 12 pm to 6 pm
- Saturdays 10 am to 2 pm
- Sundays closed

#### Annual visits

**39,293** from 2019 to 2020

#### Annual loans

**28,008** from 2019 to 2020

#### Last refurbishment

Library expansion, self-checkout and new heritage centre in 2014.



### Middle Park Library

254-256 Richardson Street,  
Middle Park 3206

Established in 1920's, Middle Park Library is our smallest library. It is part of a local Middle Park community centre with a kindergarten, maternal and child health services centre, toy library and a meeting space used by various community groups. Its collection is rotated regularly and includes a focus on children's resources.

#### Floor area

65 sqm

#### Weekly hours (24 hours in total)

- Mondays to Thursdays 2 pm to 6 pm
- Saturdays 10 am to 2 pm
- Sundays closed

#### Annual visits

**5,516** from 2019 to 2020

#### Annual loans

**10,087** from 2019 to 2020

#### Last refurbishment

Window repairs in 2021



### Port Melbourne Library

333 Bay Street,  
Port Melbourne 3207

Established in 2002, Port Melbourne Library is part of the thriving Port Melbourne community and acts as a connection point for information. It offers IT services and children's story time sessions.

#### Floor area

740 sqm

#### Weekly hours (48 hours in total)

- Mondays, Wednesdays and Fridays 10 am to 6 pm
- Tuesdays and Thursdays 10 am to 8 pm
- Saturdays 10 am to 2 pm
- Sundays closed

#### Annual visits

**81,376** from 2019 to 2020

#### Annual loans

**63,540** from 2019 to 2020

#### Last refurbishment

Self-checkout installed in 2014



## St Kilda Library

150 Carlisle Street,  
St Kilda 3182

Established in 1973, St Kilda Library is our largest and busiest library that serves as an administrative hub. It is a distribution and support centre for all branches with collection maintenance and home library service. It acts as a safe and welcoming community facility and connection point for information, IT services and busy children's story times.

**Floor area**

2,314 sqm

**Weekly hours (62 hours in total)**

- Mondays to Thursdays 10 am to 8 pm
- Fridays 10 am to 6 pm
- Saturdays and Sundays 10 am to 5 pm

**Annual visits**

**258,604** from 2019 to 2020

**Annual loans**

**303,245** from 2019 to 2020

**Last refurbishment**

Self-checkout installed in 2014



St Kilda Library



**I think this vision reflects accurately on the local community's values and Port Phillip libraries are a wonderful hub for people to connect, interact and take part in activities.**

Online survey respondent.

## Our challenges

We already have a great library service but we know it can be better. In planning for the future, Council has identified the long-term challenges that will impact on liveability and the health and wellbeing of the community in our Council Plan 2021-31. Five of these challenges – changing economic conditions, rapid evolution of technology, climate change, urbanisation and diversity, and population growth – are all areas where libraries can make a difference through services, access to information and community engagement.

### Changing economic conditions

A great challenge over the next decade will be continuing to help our community not only recover but rebuild from the impact of Covid-19. Support for revitalisation of start-ups, the gig economy and small to medium sized enterprises (SMEs) and social enterprises in the City, will need support and the knowledge economy will be central to sustained growth. In addition, the spectrum of people considered vulnerable is widening due to increased costs of living, rental and property costs, social exclusion and health inequity.

Our Libraries will focus more services and programs on supporting the most vulnerable members of our community, for example the homeless, the economically disadvantaged, older people and children at risk.

Our Libraries can be places that help alleviate some of the pressures on small businesses and creative practitioners by factoring in affordable work and creative spaces into library refurbishments. In this way Port Phillip libraries can play a key role in the attraction and retention of artists and creative industries.

### Climate change

Much of the City is only one to three metres above sea level and coastal areas are exposed to the impacts of climate change. We can expect flooding, erosion, storm damage, decreased water quality and threats to water supply, reduced summer outdoor activities, hotter urban spaces and smoke pollution from bushfires. These changing environmental conditions will challenge some members of our community to stay healthy and safe.

For example, those experiencing health or housing crises will be more vulnerable to periods of extreme heat or cold. Port Phillip libraries will provide education and public forums on topics of climate change and will plan crisis responses to support and relieve our residents during extreme heat days, smoke pollution and flooding events.

As we redevelop and build new libraries, we will ensure that we adapt our buildings to changing climate conditions and that any new or redeveloped libraries are aligned with environmental sustainability principles and practices.

### Port Phillip's reaction to economic and climate changes

#### Support the most vulnerable members of our community

This is the focus of our services and programs

#### Plan crisis responses

We will provide education and public forums on topics of climate change and will plan crisis responses to support and relieve our residents during extreme heat days, smoke pollution and flooding events

### Rapid evolution of technology

Changes to technology and the digital environment are accelerating, sometimes with unanticipated consequences. The world is becoming more connected. People, businesses and governments are increasingly moving online to connect, deliver and access services and obtain information. Around one in every 18 employed persons works from home. We can expect increasing demand for Council services to be delivered online.

Port Phillip residents are seizing the opportunities of the digital economy, particularly as it relates to the creative industries, with the highest percentage of employment in that sector in Victoria. We also support a growing cluster of gaming, high tech and digital industries in South Melbourne.

Port Phillip Libraries will become centres for supporting creative industries, gaming, innovation, connectivity and access to information. We will develop spaces to support creative production (eg recording and rehearsal spaces), co-working and access to new technologies.

We will invest in online service delivery (ebooks and audiobooks, website) and deploy technology to increase access. For those residents who are not confident with technology, we will run education sessions to build their digital literacy.



Challenges and opportunities

Population growth

The Port Phillip population is expected to grow by 68,000 people to be more than 176,816 by 2041. This growth will be concentrated in the Fisherman's Bend renewal area on the northern edge of the City, and in established neighbourhoods such as St Kilda Road and South Melbourne.

The 2041 population will continue to be highly mobile and dominated by 25 to 39-year-olds, but with an increasing number of older people. The Port Phillip community will likely become more culturally diverse as the number of people born overseas grows.

More than two-thirds of households will be single person or couples without children. As this population growth occurs, libraries will need to respond. Plans to redevelop existing libraries and/or build new libraries will need to be considered, along with reviewing services, programs and opening hours to meet demand.

**Projected growth patterns in library demand and usage**

A range of growth and demand factors will influence how effectively library service delivery, resourcing and facilities match potential future usage needs. While many of these factors may extend beyond the life of this plan, they are key considerations in ongoing service and resource planning.

Urbanisation and diversity

Port Phillip is one of the smallest and the most densely populated municipalities in Victoria, with a population density of 5,500 per sq km; more than twice the metropolitan average.

As the population grows, density will also increase. As dwelling sizes reduce, residents will look for somewhere outside of home and work to spend their recreational and social time. They will also be searching for ways to make social connections and overcome loneliness. For these people, the library can be a point of connection, safety, stability and support, a place where they can come together and be part of Port Phillip life.

With urbanisation comes the risk of increasing disadvantage for the have-nots. The libraries will prioritise services and programs for disadvantaged individuals and groups and create safe, welcoming spaces where people can read, relax, study, work and take part in social activities.

Port Phillip libraries will contribute to placemaking in the City by creating vibrant, inclusive community spaces, and by co-locating with other creative enterprises and complementary services. Our libraries are in walking distance to most of our residents and we will use outreach and partnerships to include those residents who can't reach us.

**Port Phillip's population growth**

176,816

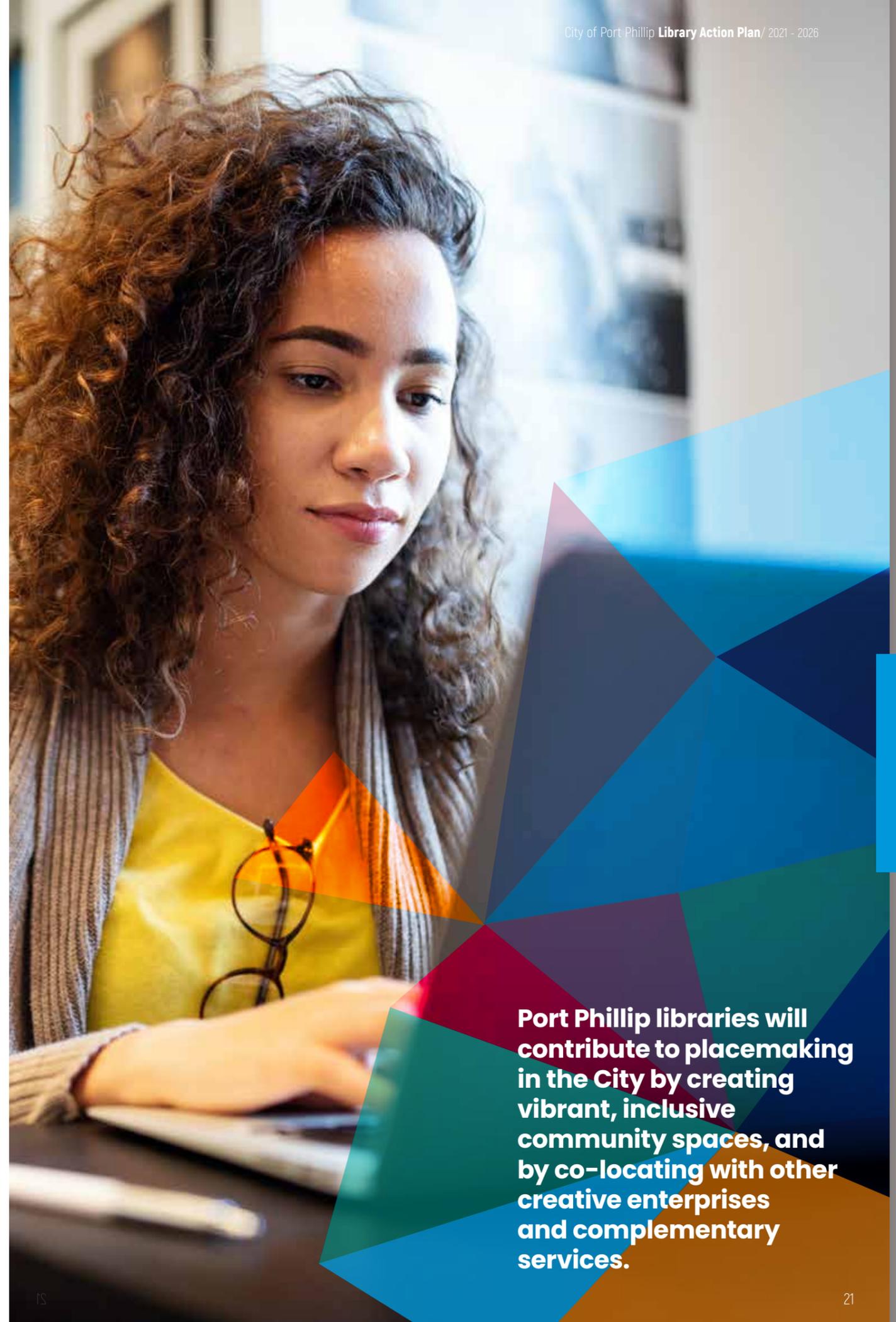
Residents by 2041

25 to 39 year-olds

The dominant population

Fishermans Bend

The fastest growing area



**Port Phillip libraries will contribute to placemaking in the City by creating vibrant, inclusive community spaces, and by co-locating with other creative enterprises and complementary services.**

# Areas for action

We will further enhance Port Phillip Libraries as a connected network of neighbourhood libraries that connect, grow and enrich our community.

The City of Port Phillip has a unique character – dynamic, creative and culturally diverse. Port Phillip’s integrated network of public libraries also have their own unique character – local and accessible places that respond to the reading, information and social needs of their communities – while upholding the principles of a contemporary library – universal access, freedom of expression and civic engagement.

The libraries are already well-loved and well-used community spaces. This Action Plan sets the course for the development of Port Phillip libraries over the next five years to progress our vision as ‘Australia’s best inner urban network of neighbourhood libraries, helping to make Port Phillip a creative, liveable, prosperous and socially connected city for everyone who lives and works here’.

We will further enhance Port Phillip Libraries as a network of neighbourhood libraries that connect, grow and enrich our community.

This Action Plan contributes directly to the outcomes of the Council Plan 2021-31, the integrated Health and Wellbeing Implementation Strategy, Art & Soul Creative and Prosperous City Strategy 2018-22, the Placemaking Action Plan, Live Music Action Plan, Game Action Plan and other relevant Council plans.

## Foundations to our actions



### Belong

Help people to participate in Port Phillip life, with a focus on the vulnerable and disadvantaged.



### Grow

Support people of all ages, backgrounds and circumstances to read, learn and enrich their lives.



### Sustain

Respond to the needs and aspirations of our diverse and growing community.



### Connect

Connect people with each other, services and resources, and the world around them.



### Create

Inspire people to be creative, turn their ideas into reality, and participate in a prosperous creative ecosystem.



### Connecting people

As a parent (migrant) of a five year old, the local library has been such a safe and enriching space for us. They’ve given me confidence as an adult, inspired my son and helped me feel connected with the community.

Port Phillip resident

## Action plan

The Library Action Plan 2021-26 identifies actions that will be implemented over the next five years to give effect to the libraries' vision for the future.



### Belong

Help people to participate in Port Phillip life, with a focus on the vulnerable and disadvantaged.

- 1 Develop a 10-year asset renewal and redevelopment program to meet the growing and changing needs of Port Phillip residents including:
  - Refurbish St Kilda Library to increase flexibility of spaces, and to integrate a creative production focus
  - Refresh other library branches to enhance their local character and service delivery, to accommodate where possible more programming, technology, gaming and spaces for creativity
  - Explore options to extend community access to Library spaces utilising technology and infrastructure differently.
  - Identify any new library builds required in developing communities
  - Develop engaging and interactive children's areas at all branches that provide opportunities for programming, collaboration and parents/carers coming together.
- 2 Increase literacy, digital literacy, literature and creative programs across the library network that bring people with common interests or social needs together.
- 3 Support Council's role in strengthening cultural heritage, protecting local identity and enabling storytelling through continued investment in local history services and resources.
- 4 Build partnerships and explore co-location opportunities with organisations such as public and non-profit agencies, community groups, schools and businesses to increase outreach activities that take the library into the community, with a focus on disadvantaged and vulnerable communities and individuals.



### Connect

Connect people with each other, services and resources, and the world around them.

- 1 Build a high-quality and contemporary hardcopy and digital library collection that responds to diverse and emerging community needs.
- 2 Review and update the library's collection and circulation policies and practices to increase community awareness and support access and utilisation.
- 3 Participate in state-wide library sector resource-sharing initiatives to increase cost efficiency and improve outcomes for our community.
- 4 Utilise a new, more interactive library website to enhance access to digital services. Build a better communications strategy to enhance access to our collection, events and Library news.
- 5 Deliver technology support and digital literacy programs for people who lack skills and confidence in using technology devices, tools and platforms.
- 6 Build partnerships and explore co-location opportunities with organisations such as public and non-profit agencies, community groups, schools and businesses to increase outreach activities that take the library into the community, with a focus on disadvantaged and vulnerable communities and individuals.



### Grow

Support people of all ages, backgrounds and circumstances to read, learn and enrich their lives.

- 1 Participate in community infrastructure planning for Fisherman's Bend and South Melbourne to ensure library and learning services considerations are included.
- 2 Increase early years and youth resources, space and services and programs across library branches, online and in the community.
- 3 Implement a communications strategy to better inform existing and new audiences about what services, programs and collections the libraries offer and grow membership.
- 4 Increase amenity and make library spaces lighter, brighter, more accessible and welcoming and removing barriers between customers and staff.
- 5 Implement a volunteer program to extend library services, particularly to vulnerable groups such as the homeless, children at risk and the elderly.
- 6 Build partnerships to support development and delivery of literary programs and increase cross promotional opportunities.



## Create

Inspire people to be creative, turn their ideas into reality, and participate in a prosperous creative ecosystem.

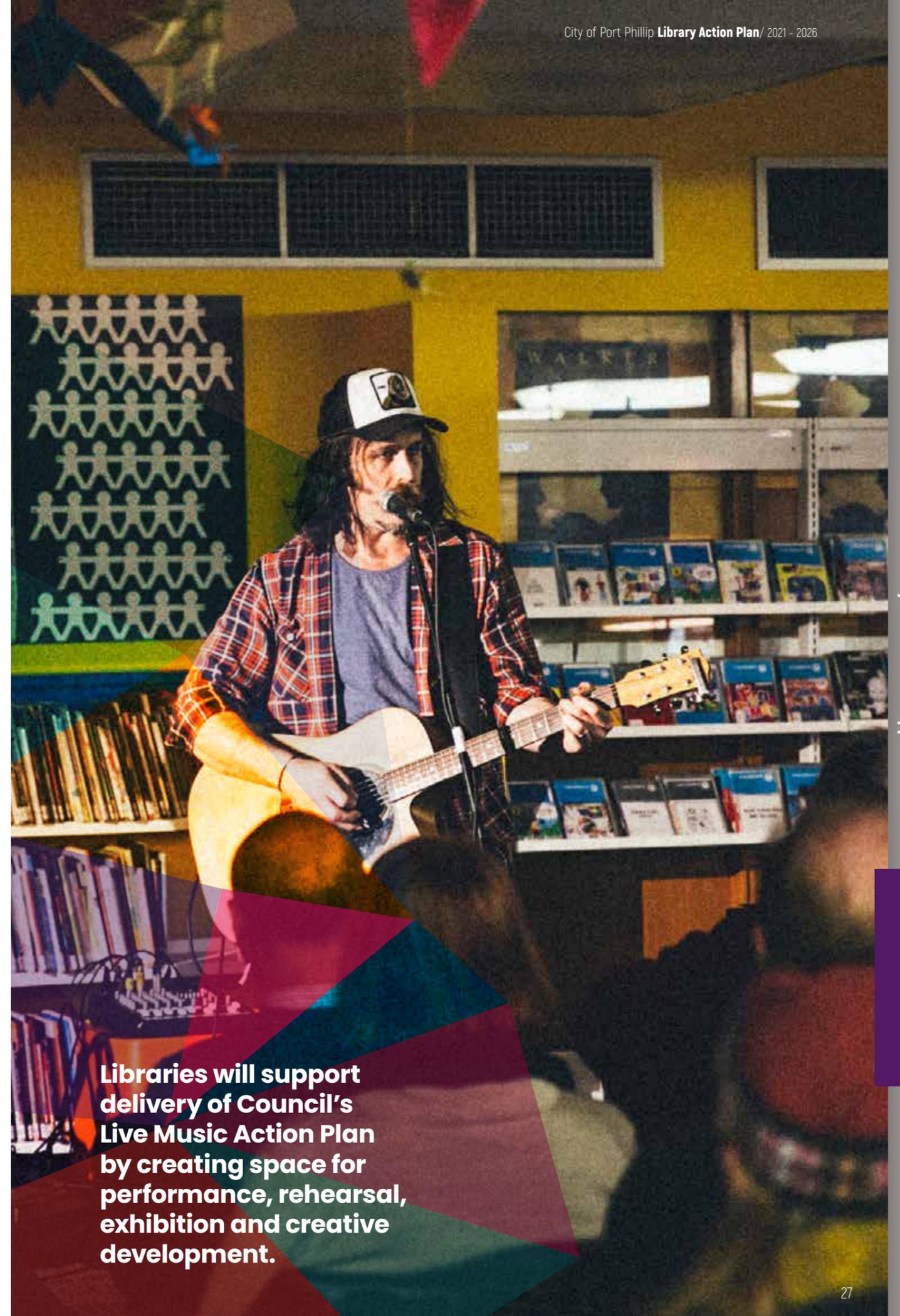
- 1 Facilitate a community-driven creative production and education program for all age groups.
- 2 Create, capture and make available original material such as podcasts, events and oral histories that reflect local voices and experiences.
- 3 Establish an artist/writer/storyteller in residence program in libraries.
- 4 Support delivery of Council's Live Music Action Plan by creating space for performance, rehearsal, exhibition and creative development.
- 5 Develop partnerships with local businesses, schools and creative industries to establish Port Phillip libraries as centres of exchange of ideas and excellence in digital technology resources and education.
- 6 Support initiatives identified in Council's Game Action Plan, by creating spaces and providing resources for people to play, learn, experiment and create.



## Sustain

Respond to the needs and aspirations of our diverse and growing community.

- 1 Establish libraries as climate emergency relief centres and host public education, discussions and forums on climate change and sustainability.
- 2 Implement a five year library technology plan to respond to changing community needs and expectations.
- 3 Develop a comprehensive children's education program.
- 4 Develop a library consultation and feedback program that involves local residents, community organisations and partners in reviewing, evaluating and designing library services, spaces and programs.
- 5 Implement a library workforce recruitment and development plan to ensure staff resourcing, skills, capacity and commitment meet or exceed emerging community needs and service demands.
- 6 Improve staff rostering and resource allocation to increase operational efficiency across the network.
- 7 Establish a staff team to lead and develop programming, community development, public engagement and feedback.



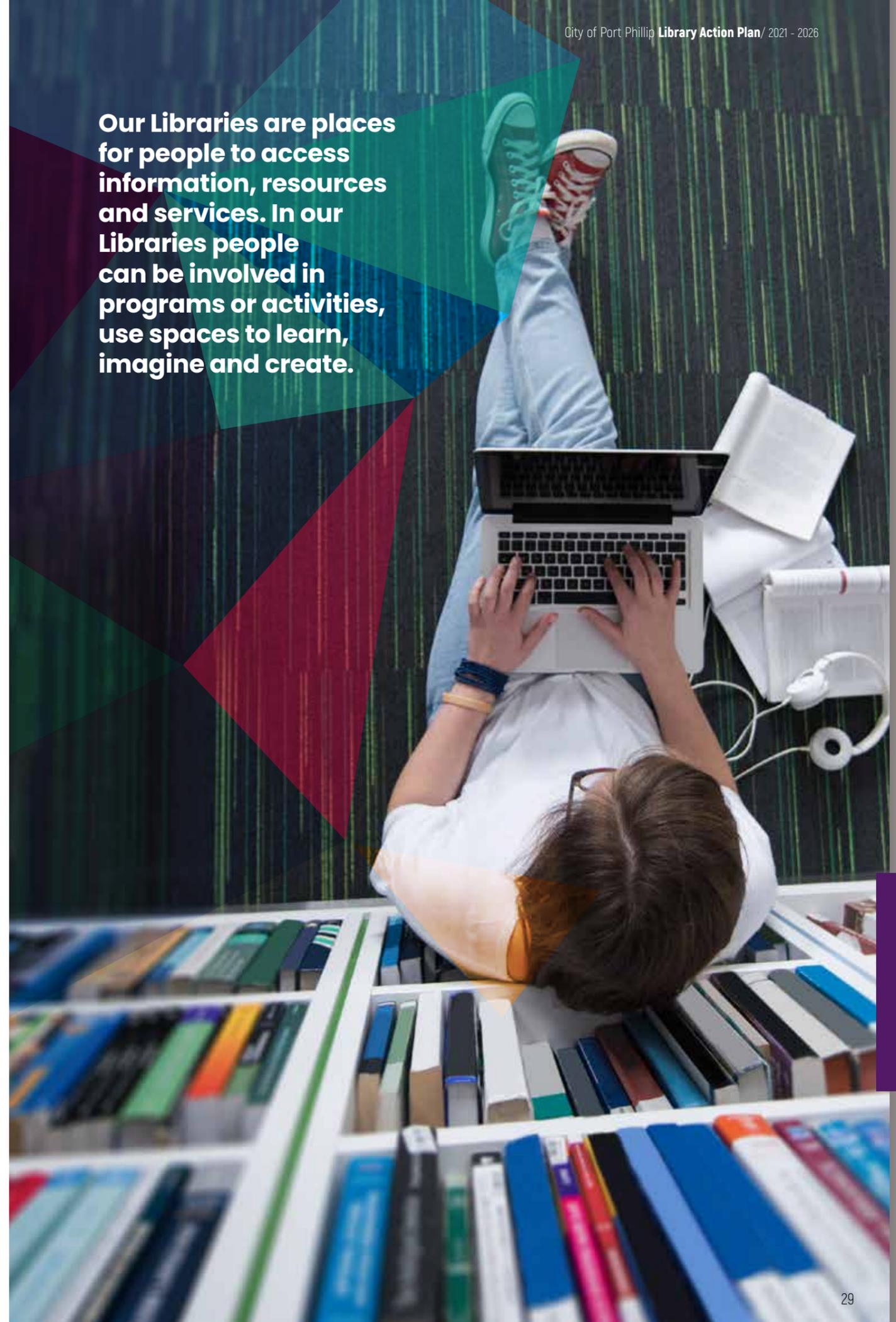
**Libraries will support delivery of Council's Live Music Action Plan by creating space for performance, rehearsal, exhibition and creative development.**

## Measuring success

In 2026 Port Phillip Libraries will still be well-loved and well-used places in the heart of the City. This Library Action Plan will deliver the following actions.

- 1 More library users (library visits and members per capita).
- 2 A more responsive and contemporary collection (loans per item, customer satisfaction).
- 3 Greater value to individuals and the community (program attendance per capita, qualitative program evaluation).
- 4 More diverse Council, community, cultural and creative partnerships (number of programs delivered in partnership).
- 5 Greater return on investment in an industry-leading library service (funding per capita).
- 6 Consistently high levels of customer satisfaction (measured through surveys and interviews).
- 7 A library service that has a positive impact on people's lives (told through case studies and stories).

**Our Libraries are places for people to access information, resources and services. In our Libraries people can be involved in programs or activities, use spaces to learn, imagine and create.**





# Library Action Plan 2021-26

## City of Port Phillip

99a Carlisle Street, St Kilda, VIC 3182

📞 ASSIST 03 9209 6777

🌐 [portphillip.vic.gov.au](http://portphillip.vic.gov.au)



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please phone ASSIST 03 9209 6777

## Language assistance

廣東話 9679 9810    Ελληνικά 9679 9811    Polska 9679 9812  
普通話 9679 9858    Русский 9679 9813    Other 9679 9814

### National Relay Service

If you are deaf or have a hearing or speech impairment, you can phone us through the National Relay Service (NRS):

- TTY users, dial **133677**, then ask for **03 9209 6777**
- Voice Relay users, phone **1300 555 727**, then ask for **03 9209 6777**

🌐 [www.relayservice.gov.au](http://www.relayservice.gov.au)