

2019

LIBRARY STRATEGIC PLAN

update



CAMPBELLTOWN

CAMPBELLTOWN COUNCIL

SAID WE WOULD:

1. Provide a service network of libraries across the local government area that includes physical libraries, digital library services and pop up libraries
2. Foster libraries with their own personality that reflect the place in which they are located and the community they serve
3. Adopt a core plus model for our libraries-programs and collections, customer service, technology spaces and amenities

OUR FOUR STRATEGIC PRIORITIES IDENTIFIED FOR THE LIBRARY SERVICE ARE:

LIBRARIES AS PLACES TO CONNECT	<ul style="list-style-type: none">• Space for people to come together• Connect to and through technology• Deliver outreach programs and services
LIBRARIES AS PLACES TO CREATE	<ul style="list-style-type: none">• An environment of innovation• Enable community created content• Places to inspire and generate new ideas
LIBRARIES AS PLACES TO LEARN	<ul style="list-style-type: none">• Access to relevant and contemporary collections• Stimulate and support lifelong learning• Learn about the area – past and present and shape the future
LIBRARIES AS PLACE MAKERS	<ul style="list-style-type: none">• Activated, welcoming and inclusive environments• Foster a sense of place and identity

OUR COMMUNITY TOLD US THEIR TOP 10 IDEAS WERE:

1. Offer more programs around creativity
2. Use smart phone apps to enhance customer service
3. Provide contemporary and adaptable spaces
4. Increase access to new technology
5. Expand the variety of programs
6. Expand and update the collections
7. Offer interactive and proactive engagement
8. Introduce non-traditional collections
9. Schedule how to workshops
10. Provide cafes in the libraries

**TOTAL
ACTIONS** **63**

Completed - 74.5%	In Progress - 15.8%	Not Started - 9.5%
47	10	6



1 LIBRARIES AS PLACES TO CONNECT:



Action	Partners	Due	Measure	Progress
1.1 Review and remove Wi-Fi ticketing	Council's IM&T section	2018	Remove Wi-Fi tickets	Completed
1.2 Investigate roving customer service within the services to assist customers	CCC	2019	Implement roving customer service model	Completed
1.3 Review library membership procedures	CCC	2018	Membership process will be process mapped and reviewed	Completed. Online applications now available
1.4 Develop and implement additional adult programming including IT classes, Chess, DIY workshops, expert/topic speakers, yoga, evening events and English conversation groups	BeConnected Macarthur Centre for Sustainability Macarthur Legal Centre Campbelltown Arts Centre	2018-19	Hold 4 ArtLIB sessions a year	Completed
			Implement Scrabble Club	Implemented regular club meetings
			Hold themed Trivia Nights	Completed. Held 2 trivia nights in 18/19
			Increase technology workshops to include BeConnected, Tech in 20 and Tech Taster sessions	Completed
			Hold workshops on Sustainability topics	Completed

Action	Partners	Due	Measure	Progress
1.5 Implement movie programs	CCC	2019	Plan and implement movie nights using closed captions	Completed
1.6 Develop a program to promote reading/literacy	Local School District	2018	Plan and implement a school library monitor's visit	Completed
1.7 Implement a portable/pop-up library service	Campbelltown Mall, Rosemeadow Marketplace, Minto Mall Macarthur Square	2018	4 Pop Up libraries held in 2018/19	Completed. Pop Up Libraries held at Campbelltown Mall, Minto Marketplace, Rosemeadow Marketplace and Macarthur Square
1.8 Install charging stations at all libraries	CCC	2018	Charging stations installed	Completed
1.9 Enable wireless printing	CCC	2019	Wireless printing enabled	Completed
1.10 Create more parking to accommodate large numbers of people coming in for programs and other purposes	CCC	2018	Parking review and development completed 2018	Completed
1.11 Introduce music in the courtyard showcasing local talent	Local musicians	2019	Program implemented Aug 2019	Completed. In Tune @ the Library inaugurated on Saturday afternoons at HJ Daley Library in August 2019
1.12 Refresh and revitalize spaces for youth	CCC	2018	A new refreshed space is provided	Completed. Youth space has been refreshed and new furniture implemented 2018
1.13 Pilot a coffee van servicing library visitors	Commercial vendors	2018	Introduced a trial of a coffee van at the library throughout the week during 2018	Completed

Action	Partners	Due	Measure	Progress
1.14 Double the size of the Glenquarie library by expanding into the vacant neighborhood centre and developing another level. This would enable the development of more quiet study spaces and also community group meeting spaces	CCC	2018-19	Additional space is provided as a part of Glenquarie Library	Completed
1.15 Review the allocation of Public PC's available at the Library	CCC	2019	Review completed of number and location of PC's and BYOD at HJ Daley Library	Completed
1.16 Plan and implement workshops targeting young parents	Smith Family State Library of NSW	2019	Number of sessions of Maths Fun in Libraries delivered	Completed – the program is now part of the regular library program
			Number of PJ Storytimes for Dad's delivered	Completed
			Introduce Library Tots	Completed
1.17 Plan and implement more programs targeting Seniors	Meals on Wheels	2019	Number of Café Connect sessions	Completed
	CCC		Participation in Aged Care Expo	Completed



Action	Partners	Due	Measure	Progress
1.18 Investigate ways to build on the success of Comic Book Day event	CCC	2019	Investigate a pop culture event for Campbelltown	In Progress. Pop Culture event planned for Fishers Ghost Festival 2019
1.19 Implement a portable/ pop-up library service	Transport NSW	2018	Trial a pop-up library at Glenfield Station to capitalize on its role as a major interchange and high volume commuting to promote membership and digital services.	In progress
1.20 Refresh and revitalize children's spaces	CCC	2018	A new refreshed space is provided	In progress. Investigating the opportunity to refresh the children's space with new floor coverings and new furniture
1.21 Plan and implement more programs targeting Seniors	Roads and Maritime Authority Service NSW	2019	Hold a number of sessions Investigate Tai Chi classes at Ingleburn	In progress In progress
1.22 Investigate Makerspaces focused around heritage, local studies	CCC	2020	Provide recommendations on new technologies to promote Local Studies	In progress
1.23 Improve access to technology and services	CCC	2019	Enable Multi function device scans to email Relocate Reference PC upstairs at Ingleburn Library	In progress In progress
1.24 Investigate an Online booking system for meeting space at HJ Daley Library	CCC	2020	Implement an online booking system	Not started
1.25 Investigate a new Integrated Library Management System	CCC	2020	Implement a new system	Not started
1.26 Investigate loaning technology such as iPads and tablets	CCC	2020		Not started

2 | LIBRARIES AS PLACES TO CONNECT:



Action	Partners	Due	Measure	Progress
2.1 Review spaces within each service to determine whether there can be maker spaces implemented	Council's asset team and internal staff from the Library network	2020	Glenquarie library will have additional maker space HJ Daley maker space created	Completed Resources such as 3D printer have been purchased and rotating around the branches 2 sewing machines purchased and launched
2.2 Consider the development of a partnership with Campbelltown Arts Centre(CAC) to implement creative programs	CAC	2020	Implementation of a number of programs to be delivered artLIB introduced in all library services 2018-2019 OK Democracy Art project delivered 2019	Completed ArtLib held once a quarter in 2018/19 at each Branch Against the Wall art project installed in July 2019

Action	Partners	Due	Measure	Progress
2.3 Introduce lending Science kits to families and supported through partnerships	CCC	2019	Non-traditional collection introduced	Completed. A new discovery collection was introduced in August 2019 with a variety of kits to borrow including science kits
2.4 Introduce STEM programs	CCC	2018-19	New STEM programs added to School Holiday program	Completed
2.5 Enable cutting edge technology access, including fast internet download, reliable and quick access printing, multi-function devices	CCC	2018	Upgrade printing software to enable wifi printing	Completed 3D printer introduced and rotating between branches Online bookings introduced for School holiday and other programs
2.6 Create additional meeting/training/maker space through a revised layout	CCC	2018	Maker space created in HJ Daley library	Completed
2.7 Introduce a new Cake tin collection	CCC	2018	Introduced in 2018 and now located at Greg Percival Library	Completed
2.8 Explore writing workshops with famous authors	Westwords Sweatshop Local Writers	2020	New programs developed	In progress, to start in 2020
2.9 Investigate Short film competition for youth	Campbelltown Arts Centre	2020	Investigation completed	Not started

3 LIBRARIES AS PLACES TO LEARN:



Action	Partners	Due	Measure	Progress
3.1 Consider the development of a partnership with Macarthur Centre for Sustainability Living (MCSL)	MCSL	2019	Implementation on a program to be delivered within the community that encourages their creativity Sessions delivered in all library services 18-19	Completed
3.2 Implement a tutoring/ learning hub program	Partnership with Sydney University 2018-2019	2018-19	Partnership delivered Homework Help sessions & Parent Info Nights including Pet Therapy at branches including Glenquarie and Ingleburn	Completed
3.3 Introduce Cyber safety/ scam awareness programs	eSmart network	Ongoing	e-Smart Accreditation received	Completed. Accreditation was achieved in September 2018 and programs ongoing

Action	Partners	Due	Measure	Progress
3.4 Introduce more frequent Technology help programs –	Dell	Ongoing	Number of programs including; IT & Biscuits, Tech savvy Seniors, BeConnected	Completed and Ongoing
3.5 Review Reading incentive program	CCC	2018	Review completed	Completed
3.6 Introduce Science programs presented by library staff	CCC	2018	Embedded in School holiday STEM activities	Completed. Science Week talks from visiting Scientists in 2019
3.7 Introduce health classes or speaker sessions	Eagle Vale Central	2018	Introduction of Mens Health week programs	Completed
3.8 Introduce healthy eating classes	Macarthur Centre for Sustainability	2018	Number of sessions held	Completed and ongoing
3.9 Introduce Coding workshops	CCC	2018	Embedded in school holiday programs	Completed
3.10 Improve the library collection	CCC	2018-19	Launch new Adult Literacy collection	Completed
			Review DVD collection and purchase more general and instructional material	Completed
			Develop a new non- fiction picture book collection and rainbow collection	Completed
			Increase the size of the CALD collection and review the languages held by the library	Ongoing
3.11 Expand the author talk/motivational speaker program to include networking with local authors or speakers	CCC	2018-19	Hold 1 new event a year	Completed. International Women's Day event featured 4 guest speakers of accomplished women working in the Campbelltown community

Action	Partners	Due	Measure	Progress
3.12 Continue to expand Chess Club at Eagle Vale Library	Volunteers	2018-19	Promote Chess Club	Completed
3.13 Expand the Library Tots program into the Branches		2019-20	Program offered at all Library branches	In progress
3.14 Investigate a Fitness Library at Eagle Vale Library		2020	Introduce Spin reading bikes	In progress
3.15 Implement family tree research workshops and expanding the collection into the branches	Family History Society	2020	New program implemented	Not started



4 LIBRARIES AS PLACE MAKERS:



Action	Partners	Due	Measure	Progress
4.1 Assess library spaces and make changes within the space and budget	Assets	2019	Provide new HJ Daley welcoming space – Connect, Create, Learn room	Completed
			Redevelopment of the community space at Glenquarie Library to create the Gamarada Ngura Space for expanding library programs and increase use by the community	Completed
4.2 Review of collections to consider how they are presented and promoted through display shelving and furnishings		2019	New mobile shelving purchased for Eagle Vale Library to enable more space for children’s programming	Completed
4.3 Investigate parking facilities at HJ Daley Library	Assets	2017-18	Implement new staff car parking	Completed

Action	Partners	Due	Measure	Progress
4.4 Continue to develop plans for a State of the art facility in the heart of the CBD featuring all new technology with excellent computer facilities, as well as seating and access to power and Wi-Fi for people with their own devices	CCC	2019-20	Site assessment completed	In progress
4.5 Renew and refresh furnishings throughout the libraries to create more inviting and welcoming lounge spaces		2019	Renew and refresh the lounges and seating throughout each of the libraries	In progress
4.6 Partner with developers to deliver a library service as part of a larger community hub facility Campbelltown south	Lendlease	2020	Discussions have commenced with developers in relation to what they are planning and what is required 2019	In progress
4.7 Improve Ingleburn Library facility	Assets	2020	Undertake an acoustic study to identify opportunities to reduce noise levels in study areas	Not started



5 | OUR COMMUNITY CAN:

4 ACTIONS 4 COMPLETED

Action	Partners	Due	Measure	Progress
5.1 Complete a survey for the community in regards to non-traditional collections	CCC	2019	Survey created and implemented and results collated for use	Completed. Survey created and implemented and results collated for use
5.2 Complete an annual survey on customer satisfaction	CCC	2019	Survey created and implemented and results collated for use	Completed
5.3 Volunteer with the library	Meals on Wheels CCC	2019-20	Review completed and new volunteers installed at library	Completed. Volunteers found for programs such as Sewing, Tax Help and English Conversation
5.4 Use the online booking system for school holiday activities	CCC	2019-20	Online booking available	Completed

6 | GOVERNMENT, NON -GOVERNMENT, COMMUNITY ORGANISATION'S AND BUSINESSES CAN:



Action	Partners	Due	Measure	Progress
6.1 Explore partnership opportunities with Dell	Dell	2019	New laptops acquired for training	Completed
6.2 Create a sponsorship brief and implement this with the community	Council's Communications and Marketing Team	2019	New Sponsorship and Partnership Prospectus created and available	Completed
6.3 Implement Pop Up Libraries in different locations	Local Primary Schools Campbelltown Mall Macarthur Square Minto Marketplace Rosemeadow Marketplace	2018-19	Pop up libraries held in different locations one a quarter	Completed. Pop Up Libraries held at Grange Public School, Sarah Redfern School, Magic Garden, Macarthur Square, Minto Marketplace and Rosemeadow Marketplace
6.4 Investigate partnerships with government agencies	Centrelink Service NSW	2019-20	4 workshops held	In progress
6.5 Investigate opportunities to promote library services to new residents	Lendlease	2019-20	Develop new residents package	Not started