

LIBRA

RIES

ACT

*Renewing
Libraries*

LIBRARIES, LITERACY AND LEARNING STRATEGY
2015-2019



ACT
Government

Territory and Municipal Services



CANBERRA

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FOREWORD



The Libraries, Literacy and Learning Strategy 2015-2019 outlines the way forward for public library services in the ACT over the next five years. While acknowledging traditional library services, the strategic plan also embraces new and innovative directions, including a more prominent role for the ACT Heritage Library.

Research indicates that about 31 percent of the adult community in the ACT cannot read or write at a functional level. The strategic plan will enable the library to bring together a range of partners across government, community and the business sector to develop and promote

programs for people seeking assistance with literacy.

The strategic plan aims to deliver and support literacy programs, help create lifelong learners, facilitate information-sharing with the community, and provide access to technology, the internet and inclusive spaces. It also invests in the vision of Canberra as a digital city—digitally literate, connected and engaged.

I look forward to the improvements that will unfold as Libraries ACT continue to work with users, partner organisations, community services and volunteers to establish Libraries ACT as a centre for lifelong learning.

Shane Rattenbury MLA

A stylized, handwritten signature in black ink, appearing to read 'Shane Rattenbury'.

Minister for Territory and Municipal Services

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OUR VISION

*Literacy and
learning for life*

WHY THIS STRATEGY AND WHY NOW?

Libraries and their users share a passion for books and celebrating reading and literacy. We want to embrace that enthusiasm, and also share it with non-users, demonstrating the relevance of today's library for everyone.

Literacy is a problem, even in Canberra – approximately 31 percent of adult Canberrans can't read or write well enough to follow a recipe or read a medicine bottle.

Content comes in different ways. The traditional vehicle of information and stories in western cultures has been the book, now it is digital, hardcopy, oral, audiovisual, online and mobile. The library must respond to these changes.

Technology to use content changes rapidly and the community looks to the library to learn how to use new technologies.

Careers and job markets change and people often change careers several times. They need to be able to continuously keep up with information, learn new skills and look for new opportunities, all through their library.

OUR STRATEGIC DIRECTIONS

We champion literacy, learning and the pleasure of reading, and inspire and connect people, engaging them with their community and the world.

To achieve this we aim to:

1. Further develop our customer focus

- a. Engage effectively with customers
- b. Respond to changing needs of customers, with a focus on literacy
- c. Offer safe and attractive public and civic spaces
- d. Build a skilled and engaged workforce

2. Respond to the digital shift

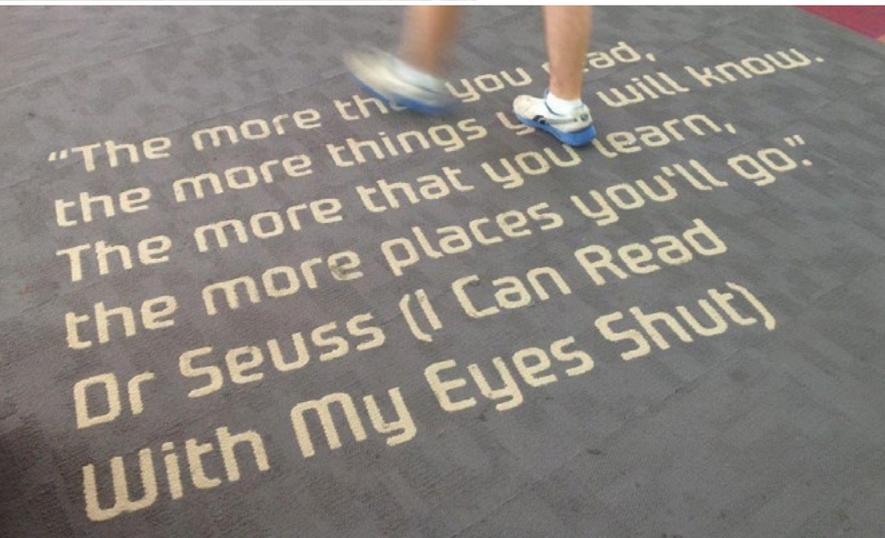
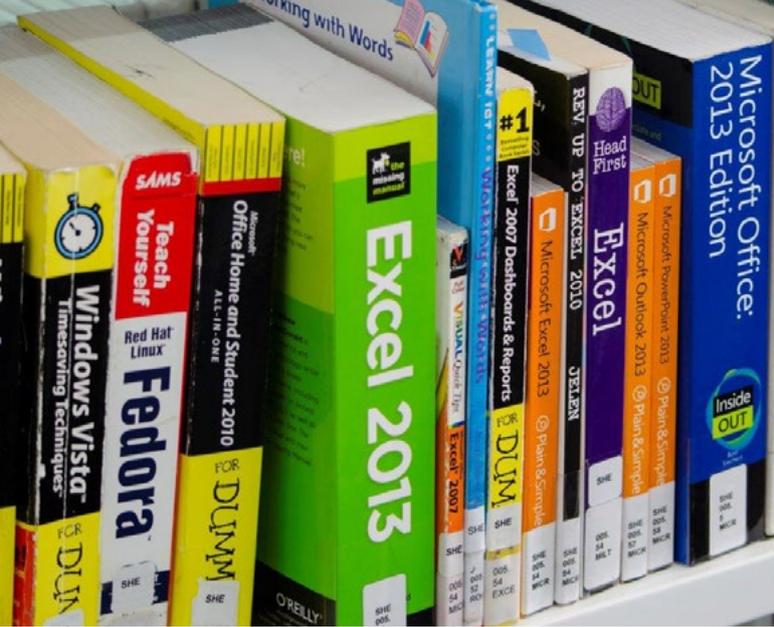
- a. Develop digital literacy skills in staff and community
- b. Incorporate emerging technologies into our business
- c. Provide electronic access, discoverability and a quality digital user experience
- d. Build and develop community created content

3. Improve service delivery

- a. Be innovative
- b. Upgrade service delivery infrastructure
- c. Improve internal business processes
- d. Build and develop services that are sustainable in a tight economic climate

THE WORKING PARTS OF THE STRATEGY RELATE TO FOUR FOCUS AREAS





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OUR OBJECTIVES

Objectives to further develop customer focus, respond to the digital shift and improve service delivery in these areas:

Celebrate reading and literacy, and promote lifelong learning

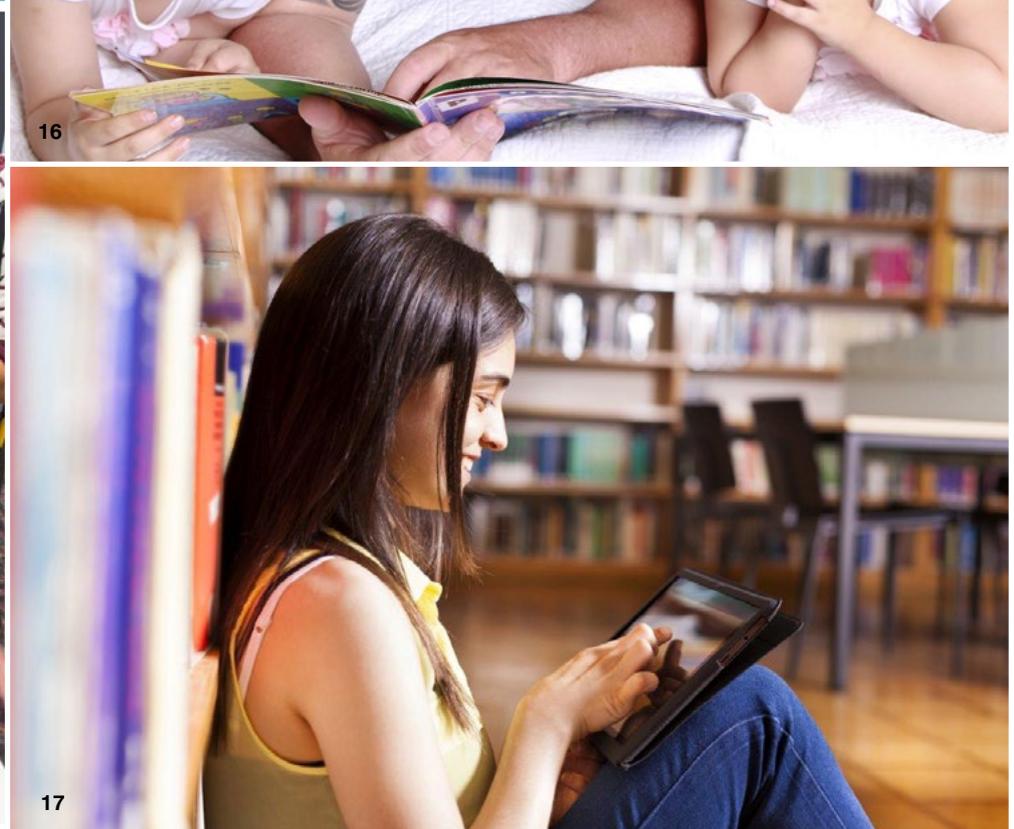
1. Contribute to literacy and language development.
2. Foster book clubs and special interest groups.
3. Advocate and train for information literacy.
4. Promote intergenerational learning.
5. Facilitate, host and conduct enriching programs and activities which meet the needs of the community.

Provide safe, welcoming spaces

1. Provide engaging places and spaces in our library branches and online, reflecting the needs of the community.
2. Target specific communities of interest to meet unique needs.
3. Encourage the community to see libraries as their 'third place' after home and work and to meet and share in them.

Build resources

1. Build and maintain quality collections.
2. Monitor and review all resources (print and digital) to ensure relevance and accessibility.
3. Provide physical and digital repositories for documentary heritage.
4. Document and provide access to the ACT's heritage.
5. Digitise and create content for preservation and accessibility.
6. Participate in the NSLA Re-imagining Libraries initiatives.



Collaborate

1. Facilitate networking opportunities and develop partnerships across ACT Government, community and business sectors.
2. Facilitate community engagement and use of library space.
3. Engage with Aboriginal and Torres Strait Islander people.
4. Engage with culturally and linguistically diverse communities.
5. Engage with volunteers.

Innovate

1. Provide the best possible customer service experience using innovative technologies and infrastructure.
2. Strive for best practice library services.
3. Consider and plan for optimum library location, design and environmental efficiency.
4. Monitor and respond to future trends in library services.
5. Seek funding sources to support extension programs and services.

Develop staff

1. Create a supportive, professional team culture which embraces differences and talents.
2. Recruit and retain professional staff with a diverse range of skills and positive attitude.
3. Implement succession and workforce planning which provides skill development for all staff.
4. Develop a learning culture which includes training and development opportunities.
5. Network with professional communities internally and externally, across ACT Government, nationally and internationally.

INITIATIVES TO SUPPORT STRATEGIC DIRECTIONS

Short-term initiatives (0-3 years)	Celebrating reading and literacy	Being a catalyst for lifelong learning	Fostering digital services	Taking our place in the national record
1. Continue to develop the library's digital branch and delivery of appropriate online services		✓	✓	
2. Take a leadership role in training non-users of technology to enable them to be smart, safe and responsible participants in the digital world	✓	✓	✓	
3. Train staff to improve our capacity to deliver high quality services, especially in digital resources and devices, information literacy support, and readers' advice	✓	✓	✓	
4. Facilitate the creation and sharing of community content and preserve content for the future		✓	✓	✓
5. Continue to develop high quality collections, both print and electronic, that support lifelong learning	✓	✓	✓	✓
6. Continue to develop, implement, evaluate and improve community engagement strategies	✓	✓	✓	✓
7. Facilitate learning community networks to meet the specific needs of the community, including an early years literacy group and Love2Read Canberra	✓	✓		
8. Expand learning programs and activities in libraries, delivered by local experts and based on community issues and needs, including high-quality, research-based early literacy programs.	✓	✓		
9. Develop and implement community awareness campaigns about: the value of reading as a life skill, the need to be a lifelong learner and the role of libraries in supporting them, and the ACT Heritage Library.	✓	✓		✓
10. Develop a strategic plan for the ACT Heritage Library				✓

11. Partner with others to plan and implement a trusted, secure and accessible digital repository for digital content			✓	✓
12. Seek funding for a digitisation program to ensure storage, preservation and access to the ACT's documentary heritage			✓	✓
13. Partner with others to ensure that grey literature of the ACT is collected, preserved and accessible for the community and researchers		✓	✓	✓

Medium-term initiatives (4-5 years)	Celebrating reading and literacy	Being a catalyst for lifelong learning	Fostering digital services	Taking our place in the national record
1. Create digital hubs in library branches with state-of-the-art digital and ICT equipment and access		✓	✓	
2. Conduct a needs analysis and plan for a new physical repository to meet the needs of a growing, largely paper-based collection of original materials at the ACT Heritage Library		✓		✓

INITIATIVES TO ENABLE THIS STRATEGY

Short-term initiatives to enable this strategy (0-3 years)	Celebrating reading and literacy	Being a catalyst for lifelong learning	Fostering digital services	Taking our place in the national record
1. Establish a learning community foundation to raise funds for literacy and learning programs across the ACT	✓	✓		
2. Implement continuous improvement strategies across Libraries ACT including the International Customer Service Standards		✓		
Medium-term initiatives to enable this strategy (4-5 years)	Celebrating reading and literacy	Being a catalyst for lifelong learning	Fostering digital services	Taking our place in the national record
1. Establish Libraries ACT as the library of choice for library professionals and paraprofessionals through development of a learning culture, learning plans, workforce planning and career paths.		✓		

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FOR MORE INFORMATION

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