



STRATEGIC PLAN 2021 - 2030

BACKGROUND

This Library Strategic Plan is based on community consultation conducted from August to November 2020. During this consultation feedback on library services was gathered from 522 community members through a survey, and 77 stakeholders attending nine focus groups. In addition the State Library of NSW conducted a desktop benchmarking analyses of library services.

Residents indicated that overall they were satisfied with library services but that they would like:

- Quality collections to reflect community interests
- Faster access to bestsellers
- Access to a range of programs reflecting varied interests
- A diverse range of programs to enable meeting others, learning, sharing ideas and collaborating
- Inclusive and welcoming library spaces that are able to accommodate both quiet reflection and vibrant activities
- Technology and skilled staff to support delivery of library services
- Easier ways to find out about what the library has to offer

The community were also asked what their ideal library was, resulting in the word cloud on the previous page. The vision statement was derived from this.

Vision

Our diverse community is connected and empowered through the sharing of knowledge and ideas.

Mission

City of Canada Bay Libraries provide free and open access to its library collections, engaging programs, welcoming spaces and knowledgeable and helpful staff to inspire our community to read, learn and connect. Our Library Services aim to enable the free flow of information and ideas in the interest of the whole community and a thriving culture, economy, environment and democracy.

Our Community

City of Canada Bay Libraries serve a fast growing community. We reflect and embrace the differing perspectives of our community, striving to remove barriers for access and participation. We draw strength and inspiration from the diversity of languages, cultures, households, family structures, ages, abilities, genders, races, and education levels of the residents, workers, and visitors in our area. We celebrate and promote First Nations culture and knowledge, and we welcome the LGBTQIA+ community, new migrants, refugees, children, young people, and seniors.



THEMES

STRATEGIES

COLLECTIONS



PROGRAMS



SPACES



TECHNOLOGY



CUSTOMER SERVICE



LEARNING, RECREATION & WELLBEING



COMMUNITY CONNECTION



ACCESS, EQUITY & INCLUSION



GOAL 01

The Library's collections provide content in a range of formats, languages and subject areas to cater for the community's diverse interests

GOAL 02

Library programs support literacy, lifelong learning, innovation and creativity

GOAL 03

There are spaces for quiet study, contemplation and work, and for active engagement and enjoyment

GOAL 04

We showcase and provide access to technology that supports creativity, innovation, learning, and community goals

GOAL 05

Staff are knowledgeable, helpful and proactive in assisting the community

GOAL 06

We support book groups, author talks, and literacy activities that explore common interests and local stories

GOAL 07

We work in partnership with community groups, organisations and across Council to provide diverse, engaging and relevant programs

GOAL 08

Volunteering opportunities provide meaningful ways to engage and contribute

GOAL 09

The libraries opening hours are responsive to community demand

GOAL 10

Community members have opportunities to learn how to use technology from library staff, and each other

GOAL 11

Library Staff listen to and engage with our community to improve and promote our services

GOAL 12

Local cultures, languages and histories are reflected in the library's collections

GOAL 14

The diversity of our community is acknowledged, celebrated and shared through programs that meet community needs and interests

GOAL 15

Library spaces are easy to navigate for all community members

GOAL 16

Library spaces are welcoming for everyone and reflect local cultures, histories and languages

GOAL 17

Opportunities to learn about technology are available for all ages, and a range of skill levels and experience

GOAL 18

Technology is used effectively to make library content easy to find and use within the libraries, and on devices

GOAL 19

We identify new opportunities and innovative ways to improve our services for the community

GOAL 20

Staff promote our services effectively through tailored communications to suit our diverse community

DELIVERING THE VISION



Connecting to the Community Strategic Plan

Each year library staff will conduct a planning day to use current information in conjunction with the Library Strategic Plan to develop actions for Council's Operational Plan.

Current information will include data such as number of visits to the libraries, annual loans, attendance at programs and satisfaction with services. Industry trends, Census data and the demographics of the City of Canada Bay will also be incorporated and used to assist in the

development of actions and projects. Other Council strategies have been used in the development of this strategy and will also be used to develop Operational Plan actions.

These include:

- Social Infrastructure Community Strategy
- Our Smart City of Canada Bay: An Intelligent Plan
- Disability Inclusion Action Plan
- City of Canada Bay Cultural Plan

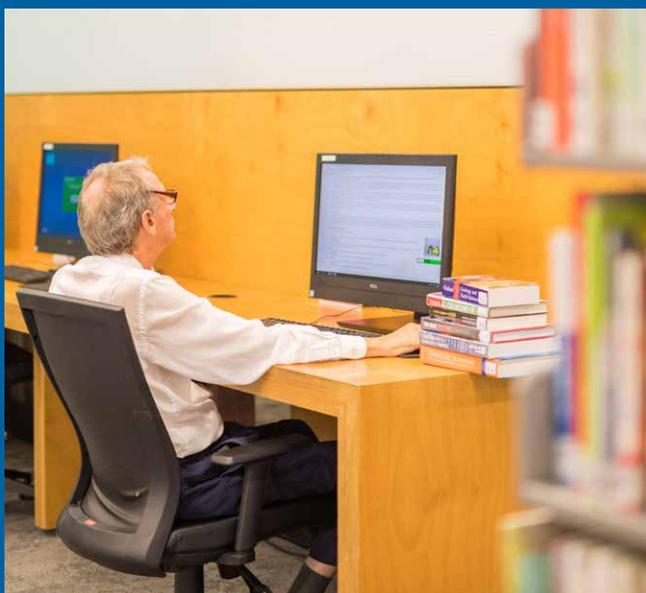
Connecting with Community and Partners

Library staff will work in partnership with community groups, volunteers, individuals, businesses, other Council departments, government agencies and each other to achieve the goals presented in the Library Strategic Plan.

This will include developing direct relationships and capturing information through continuous measurement of satisfaction with library services. This collaboration and networking aims to improve our ability to provide accessible, diverse, engaging, and relevant services, collections and programs for our community.

Staff Knowledge and Skills

We are committed to our staff and ensuring they are well trained, knowledgeable and have the skills needed to deliver a consistently high level of customer service. Training in best practice community engagement, collection management and technology will also be priorities for library staff. Professional development opportunities including conferences, workshops and short courses are vital to making sure our libraries meet and exceed industry standards. Staff are encouraged to learn and grow, and to share their knowledge with other library staff and the community.



Acknowledgements

Council appreciates the contributions made to the Library Strategic Plan Community Consultation by the following groups and individuals:

- The City of Canada Bay Community
 - 522 people who responded to the survey
 - 77 people who attended focus groups
- Community Partners
- City of Canada Bay Museum
- Drummoyne Community Centre
- Rhodes Multicultural Community Association
- State Library of NSW Staff
- Neighbouring Council Libraries:
 - Burwood
 - Inner West
 - Parramatta
 - Ryde
 - Strathfield