

# Mount Gambier Library Strategy

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**2023-2027**

**Enriching lives at the heart of our city**

**Our library strategy sets our future focus so that we impact more lives in many meaningful ways.**

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# Welcome to our Library Strategy

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At the core of this strategy is a commitment to our community to constantly improve and innovate as we deliver fit for future library services and experiences. Our community is diverse and as their needs and expectations evolve, so will we. This strategy will shape the way we impact lives in the City of Mount Gambier and beyond.

Developing our strategy with the voice of our community and stakeholders at the core of our decision making has allowed us to identify four key priorities.

1. Reimagine **places** and deliver a vibrant library precinct.
2. Connect our community to meaningful support and **services**.
3. Bring quality of life to our diverse community through library **experiences**.
4. Strengthen our **team** to deliver excellence and innovation that shapes our library.

These are aligned with initiatives that will help us to deliver our vision.

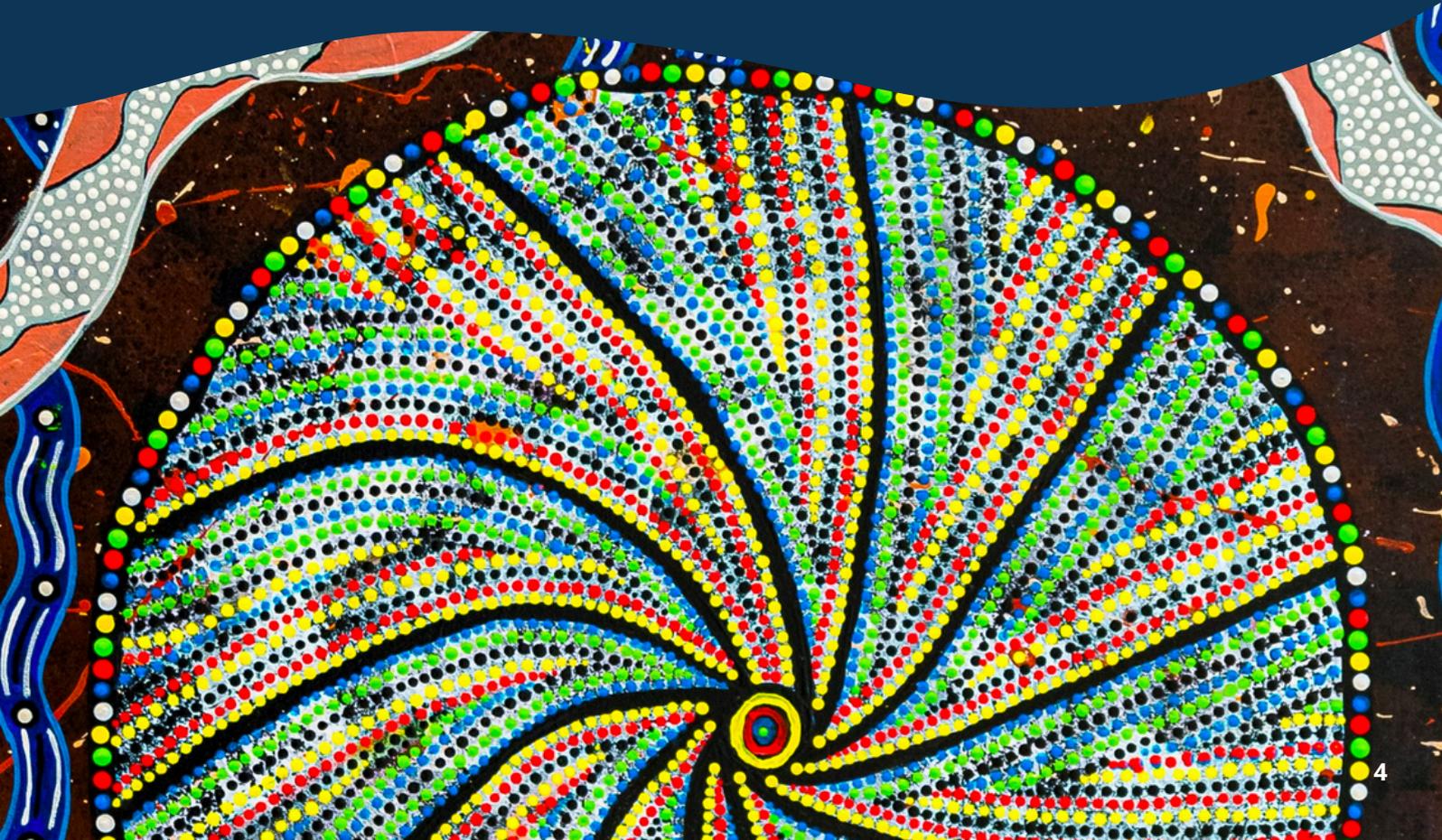
Grounded by our organisational values - Lead, Connect, Deliver - our team worked collaboratively and constructively to understand our current challenges and reimagine our potential as a leading library service that will inspire our community to step up and join us as we evolve.

*Georgina Davison*

**Manager Library & Community Development**



WE ACKNOWLEDGE THE BOANDIK PEOPLES AS THE  
TRADITIONAL CUSTODIANS OF THE LAND WHERE WE  
MEET TODAY. WE RESPECT THEIR SPIRITUAL  
RELATIONSHIP WITH THE LAND AND RECOGNISE THE  
DEEP FEELINGS OF ATTACHMENT OUR FIRST NATIONS  
PEOPLES HAVE WITH THE LAND



# Our Vision

Our vision is to deliver an:

*Ever evolving place for ever evolving people*  
so that we always enrich lives in the heart of our city.

# Our Objective

To mobilise resources in creative and clever ways so that our library fosters curiosity and builds connections that deliver life shaping experiences for all.

# Our Values

We will live our values through this library strategy.



## LEAD

We are proud to lead in our field and bring Mount Gambier the library services they deserve.



## CONNECT

We work hard to connect people to knowledge, opportunities and to each other.



## DELIVER

We deliver life shaping experiences every day.

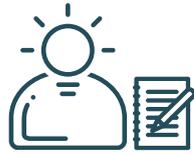
**"We celebrate the many achievements that have led us to where we are today. We are excited by the next steps we will take to significantly impact the Mount Gambier community and our library partners in new and clever ways.**

**Our Library does change lives but we are also proud to simply change someone's day"**

The Mount Gambier Library Team

# The impact of our Library

Our library is the foundation of so much in Mount Gambier. Our spaces and resources are deeply valued by diverse groups and individuals. Our services have broad reach and we show up in the community to meet them where they are at. We strive to make our library accessible for all.



## PROGRAMS & RESOURCES

Through adapting our programs and investing in our resources we have built unique digital and physical assets. With the support of our talented team, and volunteers these are always available to our community.



## PARTNER PROGRAM

We partner well with providers to establish shared goals and leverage our collective intelligence and resources to achieve great things.



## OUTREACH ACTIVITIES

Our outreach services show up where they are needed to increase engagement and ensure everyone in our community has access and support, through our team or our partners.



## VOLUNTEER PROGRAM

Our volunteer program brings purpose to many in our community. Scaling the impact of this program is our priority. Partnership is our pathway to achieving this.

# Our Success Measures



## SUSTAINED COMMUNITY SATISFACTION

Positive trends in community and partner satisfaction scores



## INCREASED ACCESS TO SPACES

Optimum service hours and increased access to spaces for community and partners



## RELEVANCE OF COLLECTION

Fit for purpose and relevant collections that are available as and when desired



## INCREASED VISITATION

Increased utilisation of library spaces, and visitation



## INCREASED COUNCIL COLLABORATION

Cross Council partnerships to better support community through the library



## INCREASED VALUE OF ONLINE COLLECTIONS

Growth in usage of online collections and quality of resources



## COMMUNITY LED PROGRAMS

Growth in knowledge and skills sharing by community, for community



## AWARD WINNING LIBRARIES

Recognised as leaders in library innovation and service delivery nationally and globally



## HIGH PERFORMING TEAM

Developing and retaining our team to be fully engaged and high functioning always



## INCREASED ADVOCACY

Growth in community awareness through advocacy



## STRONG PARTNER OUTCOMES

Targeted outcomes through coordinated community partnerships and shared goals



## ELEVATED VOLUNTEERISM

Increased opportunities for volunteers to impact the community

# Our Priorities

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Our four strategic priorities are outlined below and explained in further detail. These will frame the way we evolve our library to enrich more lives at the heart of our city.

01

**OUR PLACES** - reimagine and deliver a vibrant library precinct that brings life to the heart of our city by creatively connecting and activating spaces for more people to gather, learn and play.

02

**OUR SERVICES** - connect our community to meaningful services by innovating and partnering to meet diverse needs in contemporary, collaborative, and resourceful ways.

03

**OUR EXPERIENCES** - bring quality of life to our diverse community through library experiences that enrich knowledge, connections and wellbeing at all life stages.

04

**OUR PEOPLE** - Strengthen our team to be leaders in delivering library excellence and innovation to sustain our future impact.

01

# Our Places

Reimagine and deliver a vibrant library precinct that brings life to the heart of our city by creatively connecting and activating spaces for more people to gather, learn and play.



## **STRENGTHENING OUR LIBRARY PRECINCT**

We will answer the diverse needs of our community in creative and innovative ways to feed their imaginations, build connections to our library to ensure they feel safe and welcomed in our city.



## Initiatives that will ignite a vibrant precinct in the heart of our city for our community to gather, learn and play.

Initiative	Year
<b>Initiative 1.1</b> Develop and deliver a place making strategy to connect the library and surrounding precincts in creative ways to drive increased visitation and utilisation.	Year 1 2024
<b>Initiative 1.2</b> Uplift the visual identity and vibrancy of our library building and surrounds to create a precinct that ignites creativity and community connections in our open spaces, while leveraging the value of our existing facilities.	Year 2 2025
<b>Initiative 1.3</b> Implement an 'Always On' promotion program supported with 'Smart City Signage' that shares library activities and services in real time to drive engagement from local city traffic.	Year 3 2026
<b>Initiative 1.4</b> Invest in pop-up infrastructure within the open spaces and veranda precinct so that community organisations and businesses can deliver activations in creative and commercial ways.	Year 4 2027
<b>Initiative 1.5</b> Build a sustainable Social Impact Café through strategic partnerships to connect, employ and ignite pride and purpose in the heart of our city.	Year 1 2024
<b>Initiative 1.6</b> Design a 'Future Lab' in the library as the central showcase for the future development of Mount Gambier, so that the community can be engaged and inspired by the investments and opportunities emerging in our city.	Year 2 2025
<b>Initiative 1.7</b> Engage a diverse group of advocates in a story sharing campaign to drive awareness of the library as the welcoming and accessible place for all our community to gather, learn and play.	Year 2 2025
<b>Initiative 1.8</b> Co-design a destination cultural story telling space in the library precinct to respectfully acknowledge and actively educate community and visitors on our deep Aboriginal history and languages.	Year 2 2025
<b>Initiative 1.9</b> Rename and brand the library precinct as one place with many wonderful parts to be loudly celebrated in the community and beyond.	Year 3/4 2026/2027

# 02

## Our Services

**Connect our diverse community to meaningful services by innovating and partnering to meet their needs in contemporary, collaborative, and resourceful ways.**



**CONNECTING OUR SERVICES TO ALL**  
Shaping lives of all ages is our ambition and we are increasingly closing the gap with vulnerable and elderly people. We know we need to work harder to engage other life stages and turn on our spaces as their places, to give them a reason to connect and discover how our library can be part of their life.

## Helpful services delivered through innovation and resourceful partnerships to meet communities diverse needs.

Initiative	Year
<b>Initiative 2.1</b> Co-design and deliver a sustained transport program that connects the less mobile in our community to the library by enabling volunteers and other partners.	Year 2 2025
<b>Initiative 2.2</b> Deliver on the specific needs of marginalised groups by connecting with aligned service providers and co-designing programs that optimise library resources and spaces and leverage their talent.	Year 1 - Year 4 2023-2027
<b>Initiative 2.3</b> Integrate a City Assist model in the library so that we connect our community to all Council services in one place.	Year 4 2027
<b>Initiative 2.4</b> Target loneliness with deliberate services and pathways to ensure high risk groups have easy access to the library as a place of community, friendship and sharing.	Year 1 - Year 4 2023-2027
<b>Initiative 2.5</b> Design and deliver 24/7 access options so that our community can connect, learn and share in our library at a time that suits them best.	Year 1 2024
<b>Initiative 2.6</b> Optimise all digital channels to improve user experience for community when accessing resources, experiences, services and create stories that ignite a connection to the library.	Year 3 2026
<b>Initiative 2.7</b> Elevate the library as the central information hub in the heart of the city to service the diverse needs of visitors and new residents.	Year 2 2025
<b>Initiative 2.8</b> Implement a 'Locker at the Library' service to overcome the barriers for regular users transporting equipment.	Year 2 - Year 3 2025-2026
<b>Initiative 2.9</b> Actively increase availability of hireable spaces and creatively promote them to build awareness of the library as a service centre for professional and community based organisations.	Year 1 - Year 4 2023-2027
<b>Initiative 2.10</b> Activate an annual service review followed by bi-annual co-design days in the 'Future Lab' to target feedback from key user groups such as youth, to ensure services and channels of communication are contemporary and effective.	Year 2 2025
<b>Initiative 2.11</b> Enhance the relevance and inclusivity of our library's collection by implementing a dynamic and community-centric approach to collection development, ensuring that it reflects the diverse needs, interests, and aspirations of our community.	Year 2 - 4 2024 - 2027

# Our Experiences

**Bring quality of life to our diverse community through library experiences that enrich knowledge, connections and wellbeing at all life stages.**

03



## **EVOLVING THE EXPERIENCES FOR ALL**

We will evolve and deliver increasingly enriching, contemporary and diverse experiences for all, through collaboration and unlocking the resources and significant talent within our community.

## Increase the quality of life of our community through diverse library experiences that build knowledge, friendship and at wellbeing all life stages.

Initiative	Year
<b>Initiative 3.1</b> Drive an engagement program for young and middle aged people through supporting and strengthening the local gaming community by hosting meet ups in library spaces.	Year 1 2024
<b>Initiative 3.2</b> Design and deliver an 'Unlock the Library' program to activate volunteers as mentors and tutors to increase engagement and outcomes for young people challenged by disadvantage.	Year 3 2026
<b>Initiative 3.3</b> Expand club centric events such as the Lego challenge to uplift, exhibit and celebrate the impact of clubs in our community and drive increased engagement.	Year 1 2024
<b>Initiative 3.4</b> Host annual university style open days to promote the library, its services, clubs and learning opportunities.	Year 1 2024
<b>Initiative 3.5</b> Implement quick response, after school activities that are activated in bad weather to define the library as a destination of play and connection for families.	Year 1 2023
<b>Initiative 3.6</b> Co-design fit for future model of programs and resources targeting the significant home schooling community in collaboration with parents, students and local universities.	Year 1 2024
<b>Initiative 3.7</b> Partner with local community clubs to showcase and celebrate their history through exhibitions of photographs and artefacts to increase engagement with hard to reach groups such as middle age men.	Year 1 2023
<b>Initiative 3.8</b> Activate opportunities for young people to drive social impact in Mount Gambier using the 'Future Lab' in the library as their base.	Year 2 2025
<b>Initiative 3.9</b> Drive an engagement program for young and middle aged men through enabling after after hours access for meet ups and activities.	Year 1 2024
<b>Initiative 3.10</b> Host seasonal pop up attractions such as an outdoor cinema in summer or live music on the lawn, to drive passive engagement in young people and families to activate the library precinct as a great space for connection and entertainment.	Year 1 2023

# Our People

Strengthen our team as leaders in library excellence and innovation to sustain our future impact.

04



## **A CENTRE OF EXCELLENCE FOR LIBRARY INNOVATION**

We will grow our capability and confidence as a team to lean into opportunities for innovation and excellence to evolve our ways of working and the experiences we offer.

## Strengthen our team capability and confidence to lead in library excellence and innovation.

Initiative	Year
<b>Initiative 4.1</b> Co-design a learning and development framework with OD that aligns with the strategy and ensures we have the capability to meet current and future needs.	Year 1 2024
<b>Initiative 4.2</b> Creatively re-induct the library team employees and volunteers in line with the strategy launch, to set the new direction, reinforce the values alignment, and stimulate curiosity and commitment.	Year 1 2023
<b>Initiative 4.3</b> Strongly champion a community focused culture where every team member demonstrates positive and constructive behaviours towards people, problems and change.	Year 1 2023
<b>Initiative 4.4</b> Uplift the skills of the library team in critical thinking and effective problem solving and risk taking to grow a solutions focused culture.	Year 1 2023
<b>Initiative 4.5</b> Co-design and embed a Quality Conversations Framework to guide the team to strive for better conversations that support engagement, performance, productivity, innovation and growth.	Year 1 2024
<b>Initiative 4.6</b> Empower the team to champion individual opportunities that welcome diverse perspectives and deliver cross portfolio projects.	Year 1 2023
<b>Initiative 4.7</b> Normalise a high performance culture by connecting the teams individual performance and collective impact and measure accordingly.	Year 1 2023
<b>Initiative 4.8</b> Develop a workforce plan in partnership with OD to future proof library services through skills development, targeted staff acquisition and succession planning.	Year 1 2024
<b>Initiative 4.9</b> Build a proud team by enhancing recognition tools in creative ways to promote successes and celebrate our impact.	Year 1 2023
<b>Initiative 4.10</b> Enable a peer to peer mentoring program to build an ever evolving team by coaching for change so that everyone is equipped with the skills to deliver on the strategy.	Year 1 2023

# Our library is at the heart of our community

Mount Gambier Library thanks the community for contributing to this strategy and invite you to follow our next steps in delivering better experiences for all.

