# Monash Public Library Service

**2020/21 ACTION PLAN** 



44 The only thing that you absolutely have to know is the location of your library.??

– Albert Einstein

To encourage lifelong learning, increase literacy and build strong resilient communities across the City of Monash.

ΔΙ UFS

## PURPOSE

- Our diverse community
- Collaboration and teamwork
- Embracing change and innovation
- Excellent customer service

Be an integral part of a connected community that is empowered by learning and inspired by information and ideas.

## VISION

## STRATEGY

- Monash Public Library Service will be recognised as a safe and trusted space for the whole community.
- It will be the community's living room and the driver of the civic curriculum as it fosters and facilitates content curation, learning and discovery.
- It will build social capital and foster social inclusion in spaces that showcase emerging technologies.

# LITERACY

High quality literacy initiatives impacting the community

- Lifelong literacy programs
- Have a collection that reflects our community
- Greater integration with Council services around whole of life literacy development

# CONNECT

Partnerships and services that meet community need

- Partnerships
- Celebrate diversity in our City
- Explore outreach and pop-up opportunities
- Review accessibility to our service

# DISCOVER

Increased community participation in service offerings/initiatives

- Facilitate new learning groups
- Ensure currency of LMS reflects our community
- Provide opportunities for inspiration and ideas

# EMPOWER

#### High levels of staff engagement

- Targeted professional development and training opportunities
- Build awareness and connections with other Council teams

## LITERACY



#### Objective

Increase community literacy levels



#### Initiative

Offer a range of lifelong literacy programs



#### **Critical Actions**

Review current service offerings against A Healthy and Resilient Monash: Integrated Plan 2017-2021 including:

- Digital Mentors Program Be Connected partnership
- Story Walk @ Wheelers Hill Library
- Online Storytimes in CALD languages and AUSLAN building on pandemic programming success
- Maternal and Child Health Baby Book Program
- 1,000 Books Before School
- Monash Writers Group
- Online delivery of technology based programs appropriate for pandemic and post-COVID normal.





A literate and engaged community



#### Initiative

Have a collection that reflects our community



#### **Critical Actions**

- Budget allocations support maintenance/development of diverse collection
- Standing orders for 2020/21 financial year finalised by September 2020



## Objective

An engaged and confident community



#### Initiative

Greater integration with Council Services around whole of life development



- Support the *Monash Loneliness Framework 2020-2025,* by forging community connections
- Support Positive Ageing Lifestyles (PAL) initiative including brain training, technology device lessons

## CONNECT



## Objective

Build strong resilient and connected communities



#### Initiative

Strengthen partnerships with community groups and develop new partnerships with other groups and agencies



### **Critical Actions**

- Engage with Monash Community Ambassadors to support library programs for CALD community groups
- Deliver Financial Literacy, Skills for Work
- Partner with neighbouring library services on joint program initiatives
- Continue Services Australia initiatives, MiCare English language programs, KOGO project and Pronia technology classes



#### Objective

Positive and engaged communities that support and appreciate diversity



#### Initiative

Celebrate diversity within our community



- Develop a Pride book club
- Support cultural events and festivals e.g. Australia Day, NAIDOC Week, Clayton Festival
- Maintain promotion and access to LGBTIQA+ collections via library catalogue
- Purchase current materials in this field as per profile
- Offer Rainbow Storytimes connected to relevant festivals and events



To extend community reach



#### Initiative

Undertake outreach opportunities



#### **Critical Actions**

- Explore opportunities to identify and engage new library members
- Maintain links with Café Bazaar at Oakleigh in a post COVID environment
- Re-partner with Amaroo House to provide Tech Bar or similar digital support program
- Continue outreach programs with PRONIA and other identified cultural and community organisations



#### Objective

A library service that is responsive to community needs



#### Initiative

Review accessibility to library services



- Maximise ease of access for online membership and collection preferences
- Extend reach of Home Library Service (HLS) to vulnerable community members
- Review the impact of our services on the community
- Offer fine free lending service

## DISCOVER



#### Objective

Build community capacity and confidence



## Initiative

Facilitate new learning groups



#### **Critical Actions**

- Implement an English as an Additional Language (EAL) reading program
- Offer a series of programs on sustainability, sustainable living and innovative housing options
- Explore new gaming opportunities for youth
- Investigate establishment of story reading sessions for adults



## Objective

Enhance community accessibility



#### Initiative

Ensure currency of Library Management System (LMS) reflects our community



## **Critical Actions**

• Review options for LMS for 2021/22 and beyond (including potential efficiencies with neighbouring library services)



Engaged, confident and empowered communities



#### Initiative

Provide opportunities for inspiration and ideas



#### **Critical Actions**

Offer a series of lifelong learning and creative programs – MonashFlix, online health and wellbeing programs, VIDCODING, Cyber Safety Week initiatives, Creative Monash, WordFest, Creative Spaces Exhibition Program, local history learning and STEAM workshops and initiatives that inspire new thinking, creativity and enhance knowledge.



## **EMPOWER**



#### Objective

Confident, resilient and empowered staff

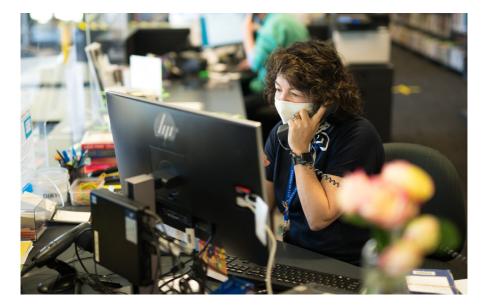


#### Initiative

Targeted professional development and training opportunities



- Renew subscription to extend Librarian's Guide to Homelessness
- Participate in state-wide Public Libraries Victoria/State Library Victoria training opportunities Leap from Page, resilience training, Special Interest Group professional development
- Participate in refresher Child Safety Standards training
- Training in critical incidents and first aid
- Workplace compliance training







Service offerings are strategic and meet community need



#### Initiative

Build awareness and connections with other Council teams



- Work with Sustainable Monash to maintain sustainable practices
- Collaborate with other Council departments on joint initiatives, e.g. COVID-19 recovery plan, seniors events, scoping and design of Mulgrave Library expansion, streamline applications for library industry placements

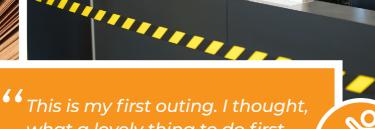
We love our local libary at Wheelers Hill and dearly miss it in this COVID-19 crisis. The library is another branch of our life in the community. My daughters have been visiting since they were in utero, then as bubs to Storytime with the friendly librarians. They learned to crawl, walk and run as we stumbled over books, made new friends, had lunch outside near the duck pond. We say hello to the knitting club and check out the magazines for what dessert we can whip up on the weekend. For me as a mother and teacher, the library is one where I can have fun with my kids and also retreat to for alone time.

 Monash Public Library Service Customer

# I cried a little to be reunited with all those beautiful books.

 Monash Public Library Service Customer

> TOGETHER TO STAY SAFE



This is my first outing. I thought what a lovely thing to do first, go to the library!

Monash Public Library
Service Customer

#### **Monash Civic Centre**

293 Springvale Road, Glen Waverley, 3150

8.30am to 5.15pm Monday to Friday

#### **Oakleigh Service Centre**

3 Atherton Road, Oakleigh, 3166

8.30am to 5.15pm Monday to Friday

#### **\$** 9518 3555

National Relay Service (for people with hearing or speech impairments) 1800 555 660

www.monash.vic.gov.au

Mail@monash.vic.gov.au



#### Language Assist

| 普通话       | 9321 5485 |
|-----------|-----------|
| Ελληνικά  | 9321 5482 |
| 廣東話       | 9321 5481 |
| සිංහල     | 7005 3002 |
| Italiano  | 9321 5483 |
| हिंदी     | 7005 3000 |
| Việt Ngữ  | 9321 5487 |
| தமிழ்     | 7005 3003 |
| 한국어       | 9321 5484 |
| Bahasa    | 7005 3001 |
| Indonesia |           |

