

Monash Public Library Service

2020/21 ACTION PLAN



CITY OF
MONASH

“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.

PURPOSE

VALUES

- 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.





Objective

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
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Objective

An engaged and confident community



Initiative

Greater integration with Council Services around whole of life development



Critical Actions

- 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
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Objective

Positive and engaged communities that support and appreciate diversity



Initiative

Celebrate diversity within our community



Critical Actions

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



Objective

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
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Objective

A library service that is responsive to community needs



Initiative

Review accessibility to library services



Critical Actions

- 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
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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)



Objective

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



Critical Actions

- 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





Objective

Service offerings are strategic and meet community need



Initiative

Build awareness and connections with other Council teams



Critical Actions

- 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 library 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



“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 Indonesia	7005 3001



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