

Our vision

Our hope

A vibrant and inclusive library service that enriches our community.

Our goals and priorities

Our strategic focus

GOAL

1 Value for community

We've expanded outreach, built stronger partnerships, and shaped services around life stages — reaching people where they live, learn, work and gather, and delivering value through connection, opportunity and belonging.

2 Inspiring places

Our libraries aren't just buildings. They're safe, trusted public spaces where people come to learn, connect, get support, and find inspiration. They can adapt and change to deliver value to our community.

3 Services shaped by community

Our services and collections are shaped by what our community needs and values. They support learning, literacy and wellbeing, with a focus on reaching those facing barriers and responding to what matters most.

4 Digital confidence and inclusion

We empower people to participate fully and safely in the digital world — ensuring no one is left behind, regardless of age, language, or ability.

5 Climate resilience

Our libraries contribute to a sustainable future through environmentally responsible practices, community resilience programs, and safe spaces in times of need.

Our purpose

Our why

To provide welcoming and safe spaces, inclusive services, diverse collections and trusted information that help people imagine, learn, connect and thrive.

Our strategic enablers

Our cross-cutting foundations

People



Support a skilled, connected and adaptable workforce with the energy to lead services, respond to change, and build strong community relationships.

Financial Sustainability



Use resources wisely to maintain service quality and reach. Focus on efficient delivery, sound funding decisions, and exploring new income streams.

Partnership



Work with Councils, local organisations and service providers to extend reach, reduce duplication, and strengthen community outcomes through shared goals.

Innovation



Adapt how services are delivered by embracing new ideas, technology, and flexible ways of working to stay relevant and responsive to community needs.

Our values

Guiding our work



Respect

Treating everyone with respect, dignity and courtesy.



Collaboration

Working together to achieve better outcomes.



Integrity

Being open, honest and accountable.



Curiosity

Being open to learning and exploring ways to improve.



Agility

Being flexible and adaptable to change.