



Whitehorse  
Manningham  
Libraries

*open for discovery*

# Library plan

2021-2025

ENDORSED BY THE LIBRARY BOARD 21 OCTOBER 2021



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## Acknowledgement of Country

Whitehorse Manningham Libraries acknowledges the Wurundjeri Woi Wurrung people of the Kulin Nation as the traditional owners of the land. We pay our respects to their Elders past, present and emerging.

# FOREWORD

The disruption and challenges brought about by the global pandemic has highlighted just how important libraries are in supporting community wellbeing. We have received many positive messages telling us how the library brought sunshine to someone's day, kept them feeling connected, helped them learn a new skill or provided an escape through a good read.

Out of challenge comes change. Our libraries responded throughout a number of 'lockdowns' and restrictions with agility, creativity and a continued commitment to delivering a high level of service to our community. While our physical libraries, collections and in-house programs and services will continue to be at the core of what we do, over the next four years we will continue to grow our offering of virtual and outreach services.

**Key strategic priorities that will shape WML's service from 2021 to 2025 include:**



**Growing our range of virtual services** *including eBooks, other digital resources and virtual programs*



**Strengthening our customer-centric service,** *policies and practices to reduce barriers to accessing library services*



**Extending the reach of our services** *and increasing the marketing and promotion of available services*



*Working with our member councils on a long-term plan for library services across the two municipalities, including infrastructure planning for improved library buildings and exploring alternative service and governance models*



*Identifying opportunities to enhance and create value through collaboration, efficiencies and innovation*



**Adapting to change** *and building resilience by leveraging new and emerging technology and growing our workforce capability and capacity*



# EXECUTIVE SUMMARY

Whitehorse Manningham Libraries (WML) operate one of Victoria's most well-utilised and respected public library services, with eight physical branches across the municipalities of Whitehorse and Manningham, in addition to an extensive offering of virtual and outreach services.

WML's Library Plan 2021–2025 has been developed as the key document that outlines the direction for our library services over the next four years. The Library Plan:

- ▶ identifies WML's strategic goals
- ▶ details the key strategies and actions to achieve these goals over the next four years
- ▶ provides indicators to measure success and outcomes
- ▶ is supported by a Strategic Resource Plan that identifies the resources required to achieve our goals.

Significant consultation with the community and other key stakeholders has been undertaken in developing the following four key strategic goals for WML.

1. **Experience:** to be an inclusive and welcoming people-centred service
2. **Learning and Engagement:** to enable an informed and engaged community
3. **Collaboration:** to extend the benefit and reach of library services
4. **Performance:** to be a flexible, resilient and high-performing organisation

Underpinning the Library Plan is WML's vision, purpose, values and principles that will guide our approach and the way we work.



*"The library is a first-rate resource for the community; during the lockdown particularly, it was the home-delivery service which proved to be a life saver for elderly living alone."*

## Purpose

To strengthen and inspire our community by providing opportunities to learn, create, connect and imagine

## Vision

A vibrant and inclusive library service that enriches our community

## Values

Respect  
Collaboration  
Integrity  
Curiosity  
Agility

## Strategic Goals

Experience  
Learning & Engagement  
Collaboration  
Performance

## Action Plans

How we will achieve our goals

## Guiding Principles

Customer-centric  
Wellbeing  
Inclusive  
Responsive  
Best practice



# OUR LIBRARY SERVICE

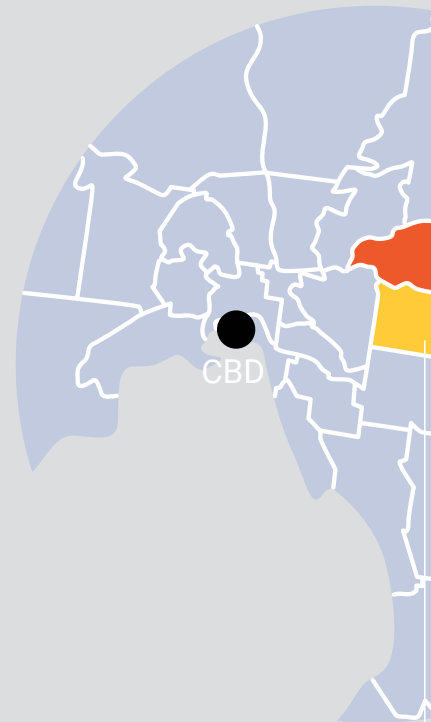
Whitehorse Manningham Libraries is proud to be one of the most actively used public library services in Victoria. Our services are inclusive and are available to the whole community through eight physical locations, as well as Outreach, Home Library services and virtual services via the library website. Services are delivered using a wide range of methods and formats to meet the diverse needs of our community.

## GOVERNANCE

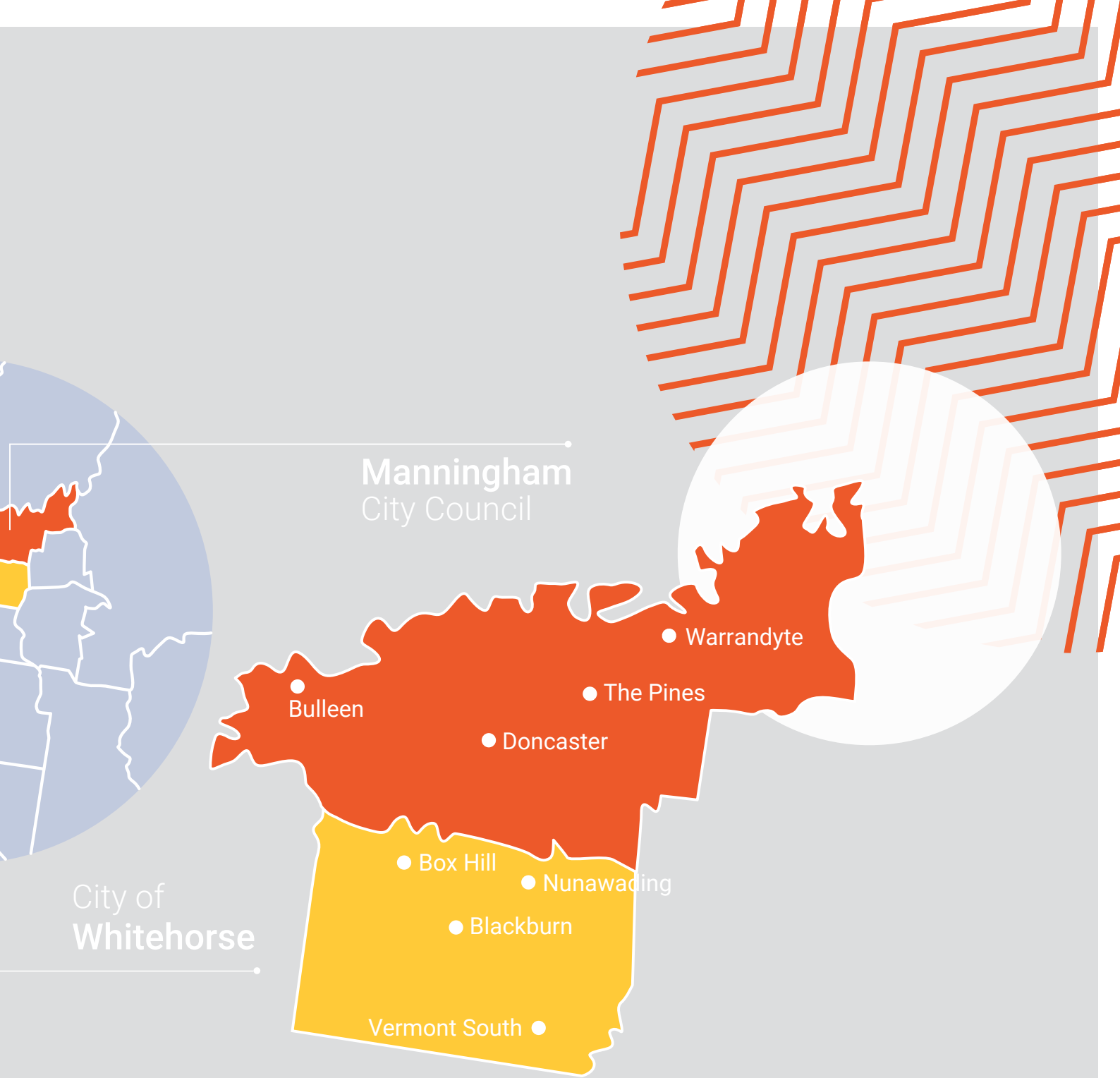
The Whitehorse Manningham Regional Library Corporation was established in 1995 under the Victorian Local Government Act 1989. Library services to the Cities of Whitehorse and Manningham are delivered by the Library Corporation under the Regional Library Agreement. Responsibility for governance and oversight of the Corporation rests with the Library Board comprised of:

- ▶ two Councillors appointed from each Member Council
- ▶ a delegated Officer of each Member Council
- ▶ one Community Representative appointed by each Member Council.

The Chief Executive Officer of the Library Corporation is accountable to the Board for effective planning, management and financial control of library operations.







# KEY SERVICES AND PROGRAMS



PHYSICAL AND DIGITAL  
COLLECTIONS AND  
RESOURCES



LIBRARY SPACES



PUBLIC ACCESS  
TECHNOLOGY



INFORMATION AND  
CUSTOMER SERVICES



LEARNING, LITERACY AND  
LIFESTYLE PROGRAMS  
AND ACTIVITIES



OUTREACH SERVICES



WEB SERVICES



VOLUNTEER AND  
WORK EXPERIENCE  
OPPORTUNITIES



MEETING ROOMS  
FOR HIRE



#### Total loans

2018/19:  
3,132,829

2019/20:  
2,490,332



#### Total visits

2018/19:  
1,332,790

2019/20:  
938,943



#### New members

2018/19:  
15,657

2019/20:  
12,786



#### Total library members

2018/19:  
93,189

2019/20:  
100,136



#### Attendances at library programs and events

2018/19:  
81,581

2019/20:  
52,873



#### Visits to our website

2018/19:  
1,329,860

2019/20:  
1,250,416



#### Total eResources loans

2018/19:  
445,690

2019/20:  
513,229



#### Total eBook loans

2018/19:  
50,539

2019/20:  
79,740



#### New items added to the collection

2018/19:  
63,858

2019/20:  
63,770



#### Wi-fi connections

2018/19:  
585,416

2019/20:  
396,697



#### Total number of volunteers

2018/19:  
160

2019/20:  
158



#### Home Library service loans

2018/19:  
61,326

2019/20:  
47,169

# OUR COMMUNITY

Whitehorse Manningham Libraries services an Estimated Residential Population (ERP) of 309,664 and covers a geographic area of 178 square kilometres.

The Cities of Whitehorse and Manningham share relatively similar demographics, but, compared to metropolitan Melbourne, have quite distinctive populations. They each have:

- ▶ a high proportion of older people and a low proportion of children under 12 years
- ▶ high average socioeconomic status and high-aspiration families
- ▶ a very large Chinese community, as well as increasing Malaysian and Indian populations

Whitehorse also has a high proportion of tertiary students aged 18 to 24 years.

Forecast population growth in Whitehorse (13% in 10 years) and Manningham (9%) is lower than in inner and outer Melbourne and will be concentrated in Doncaster and Box Hill.

It is estimated that at least 40% of the regional population are library users. 33% were library members in 2019/20.

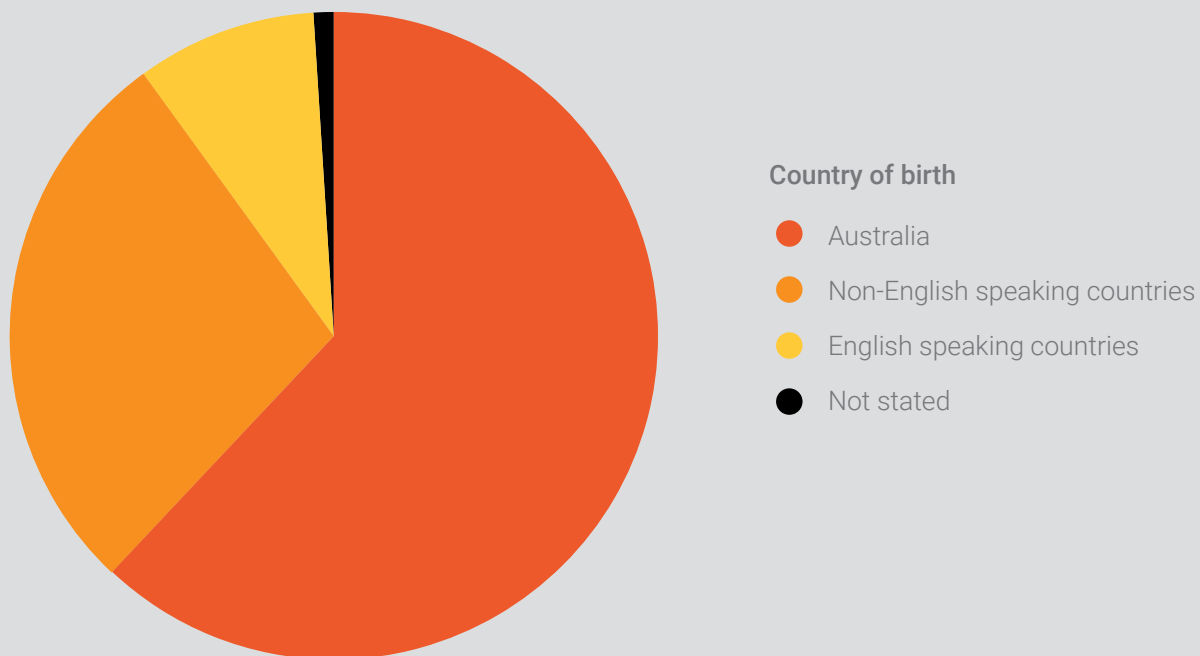
The growth in areas of higher population density continue to create demand for access to alternative living, work and social spaces. Our libraries will experience increased use as recreational, meeting and study spaces. Our libraries are important community hubs contributing to community wellbeing and connection.

Approximately 39.5% of the library community's population speaks a language other than English as their main language. This is a higher rate than the Greater Melbourne average of 32.3%.

Language Spoken at Home*	Whitehorse	Manningham	Greater Melbourne
Mandarin	12.9%	10.7%	4.1%
Cantonese	5.3%	8.1%	1.7%
Greek	2.5%	6.1%	2.4%
Italian	1.4%	4.2%	2.3%
Persian/Dari/Hazaraghi	0.7%	1.9%	0.8%
English only	59.4%	53.6%	62.0%

\*Source: Community Profiles for the Cities of Whitehorse and Manningham, profile.id, <https://profile.id.com.au/whitehorse> and <https://profile.id.com.au/manningham>.





Measure	Whitehorse	Manningham	Greater Melbourne
Median Age	38 years	43 years	36 years
% Born overseas	38.4%	39.9%	33.8%
Aged over 70	12.9%	15.7%	9.7%
0–18 years	20.4%	20%	21.6%
Language at home other than English	37%	42%	32%
Participation rate in labour force	60%	58%	62%
Couples with children	34%	40%	33%

*"We all love our library – each of us is using it in a slightly different way. It is one of the few community services we use and we treasure it."*

# OUR STRATEGIC CONTEXT

Our Library Plan 2021 – 2025 represents the outcomes of a broad range of consultation and engagement processes undertaken to determine the future priorities for Whitehorse Manningham Libraries.

Engaging with and listening to our community's changing expectations and needs ensures that WML continues to deliver relevant services. Alignment with our Member Councils' strategic goals supports positive outcomes for the community.

Key sources that have informed the Library Plan included a review of local and global library trends, analysis of WML activity data, community feedback and consultation with library staff, our Member Councils and other key stakeholders.

Public libraries enhance the local area amenity and generate direct and indirect benefits that are enjoyed by both those who use libraries and those who don't.

The landmark report *Libraries Work! The socio-economic value of public libraries to Victorians* (SGS Economics and Planning, 2018) found that for **every dollar invested in public libraries in Victoria, \$4.30 of benefits was generated for the local community.**

At the core of our Library Plan is the universal principle that equal access to information builds strong and healthy communities.



# UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



The United Nations (UN) Transforming Our World: the 2030 Agenda for Sustainable Development is an integrated framework of 17 Sustainable Development Goals (SDGs) spanning economic, environmental and social development. By fulfilling this agenda, 'no one will be left behind'.

Services delivered by Whitehorse Manningham Libraries contribute to at least 12 of the 17 SDGs.

**1** NO POVERTY



**3** GOOD HEALTH AND WELL-BEING



**4** QUALITY EDUCATION



**5** GENDER EQUALITY



**8** DECENT WORK AND ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



**10** REDUCED INEQUALITIES



**11** SUSTAINABLE CITIES AND COMMUNITIES



**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



**13** CLIMATE ACTION



**16** PEACE, JUSTICE AND STRONG INSTITUTIONS



**17** PARTNERSHIPS FOR THE GOALS



Source: United Nations Sustainable Development Goals, <https://sdgs.un.org/goals>

# IFLA/UNESCO PUBLIC LIBRARY MANIFESTO

The third version of the IFLA/UNESCO Public Library Manifesto was published in 1994. It continues to be internationally recognised as a clear statement of the fundamental principles of the public library service.

*Freedom, prosperity and the development of society and of individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.*

*The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.... The public library is the local centre of information, making all kinds of knowledge and information readily available to its users. The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status.*

Source: [www.ifla.org/publications/iflaunesco-public-library-manifesto-1994](http://www.ifla.org/publications/iflaunesco-public-library-manifesto-1994)



# AUSTRALIAN PUBLIC LIBRARY STANDARDS

The Australian Public Libraries Alliance and Australian Library and Information Association (APLA/ALIA) statement on public libraries is based on the principle that freedom of access to Australian public library and information services is essential:

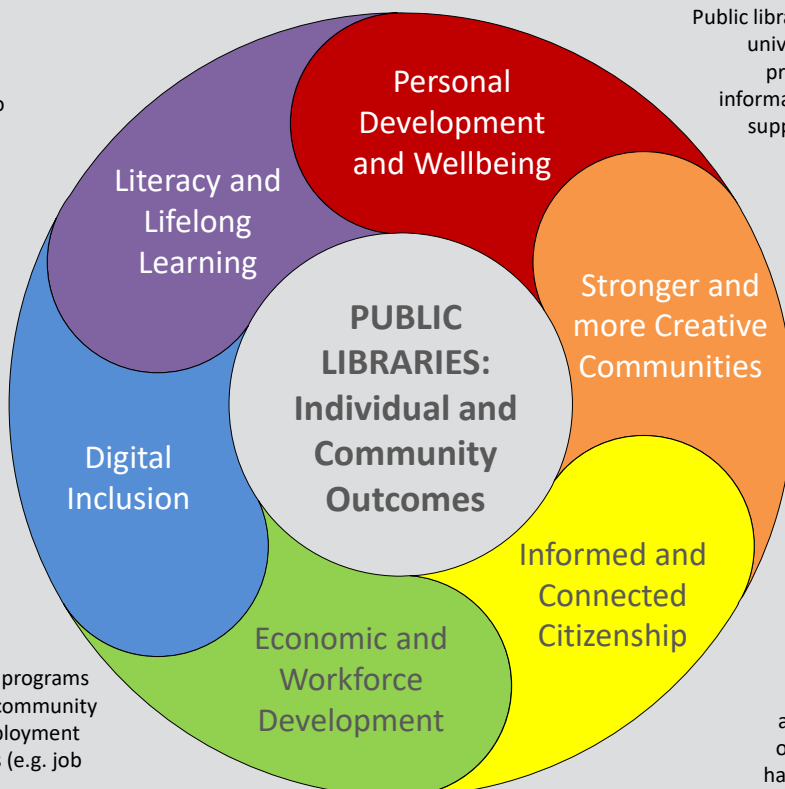
- ▶ to enable all community members to participate in and contribute to society, including the democratic process;
- ▶ to actively contribute to social inclusion; and
- ▶ to enable people to contribute to the economic wellbeing of their families and the nation.

APLA/ALIA Standards and Guidelines for Australian Public Libraries articulate the wide spectrum of individual and community outcomes that public libraries deliver.

Public libraries help children to learn to read, support youth and adult literacy, and help people to improve their English language skills. Libraries also provide opportunities for people of all ages and interests to pursue formal and informal study and lifelong learning.

The ability to access and use technology is fundamental to meaningful engagement in modern society.

Use of library services and programs by different groups in the community can support improved employment and productivity outcomes (e.g. job seekers, entrepreneurs).



Source: APLA/ALIA Standards and Guidelines for Australian Public Libraries, December 2020.

# COMMUNITY ENGAGEMENT

In February 2021 an independent community survey was undertaken with close to 2,000 responses.



*"Returning in person after the long second lockdown, I literally had tears in my eyes because I had missed it so very much. There is nothing like losing yourself in a sea of possibilities that is a well-stocked library."*

## KEY FINDINGS

What was important to you?

94%

of respondents rated the library service as **important or very important**

87%

of respondents said that the library impacts them in a **positive way**

## TOP 5

### IMPORTANT THINGS TO LIBRARY USERS

- ▶ Items for loan
- ▶ Helpful staff
- ▶ Library website and online resources
- ▶ Consistent opening hours
- ▶ Library as a space to do your own thing

### REASONS PEOPLE VISIT

- ▶ To borrow books and other resources
- ▶ For a place to read
- ▶ For a place to work or study
- ▶ For children's or youth activities
- ▶ To find information

### SERVICES ACCESSED THROUGHOUT COVID-19 LOCKDOWN

- ▶ Website
- ▶ Click and Collect
- ▶ Online resources (eBooks, eAudio, eMagazines and Streaming services)
- ▶ Home Delivery
- ▶ Telephone Enquiries



## THE MAJORITY OF RESPONDENTS STRONGLY AGREED OR AGREED THAT THE LIBRARY



Impacts their life in a **positive** way



Helps them find the **information** they need



Encourages them to **read** more



Increases their **knowledge**



**Impacted their live in a positive way throughout the pandemic and lockdown period.**

**35% of respondents** took the time to provide us with additional comments.



Thank you to the huge number of people of people who **thanked staff and council** for services provided throughout the pandemic.

*Congratulations to WML for a wonderful offering of services during lockdown. I am amazed how adaptable the library service was as well as the additional changes that have been implemented since lockdown.*



**Early Literacy Programs** were rated 8.13 out of 10.

*The libraries are very essential and necessary part of our community. They have saved a lot of money for my family, encouraged my kids to read more and the staff are wonderful.*



82% of respondents used **the Library website or online services** over the last 12 months.

*Online workshops through Zoom were invaluable. I lost my job because of COVID and they were helpful for my mental well-being and connection with the community.*

### WHAT CAN WE DO BETTER?



Increase our collection of **digital resources**



Get our message out that **reservations are now FREE**



Review other **fees and charges**



Review our **programs** and the **times** they are scheduled



Promote our **Suggested Purchase service**

*"I read so much more during covid and the changes the library made - such as free reservations, extending borrowing periods and especially the amazing home delivery of books - made SUCH a positive difference to me and my family. We are very thankful for such a great local library!"*

### YOUR LIBRARY

**What would you like your library to look like?**

- ▶ Clean and up to date facilities
- ▶ Increased seating
- ▶ Increased program spaces
- ▶ Increased quiet study areas
- ▶ Extended and consistent opening hours

# OUR STRATEGIC DIRECTION

## Our purpose

To strengthen and inspire our community by providing opportunities to learn, create, connect and imagine

## Our vision

A vibrant and inclusive library service that enriches our community

## We value

### *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

## Principles that guide our service

### *Customer-centric*

Striving to achieve the best customer experience

### *Wellbeing*

supporting positive mental and physical health

### *Inclusive*

providing equitable and accessible services to a diverse community

### *Responsive*

to evolving community needs and expectations

### *Best practice*

striving to be the best in all that we do and deliver



## Strategic goals

Over the next four years, the following four strategic goals and priorities will set the direction for the way Whitehorse Manningham Libraries ensures the services we deliver continue to respond to the diverse needs of our community.

### Goal 1: Experience

**Objective:** To be an inclusive and welcoming people-centered service

To achieve this, we will:

- ▶ provide inclusive, safe and accessible services for all
- ▶ provide exemplary customer-first service
- ▶ work proactively to grow our reach
- ▶ plan for places and spaces that support the delivery of contemporary library services

### Goal 2: Learning and Engagement

**Objective:** To enable an informed and engaged community

To achieve this we will deliver services, resources and programs that:

- ▶ support and promote life-long learning and literacy
- ▶ encourage a culture of reading
- ▶ foster a sense of belonging, connection and wellbeing
- ▶ support digital inclusion
- ▶ celebrate our communities' diverse culture and heritage

### Goal 3: Collaboration

**Objective:** To extend the reach and benefit of library services

To achieve this, we will:

- ▶ build strong relationships with stakeholders and community partners
- ▶ deliver collaborative services and programs
- ▶ participate in networks to share knowledge and ideas
- ▶ provide meaningful volunteer engagement and work-experience opportunities

### Goal 4: Performance

**Objective:** To be a flexible, resilient and high-performing organisation

To achieve this, we will:

- ▶ implement robust governance practices
- ▶ employ sound financial-management practices
- ▶ advocate for investment in public libraries
- ▶ build the capability and capacity of our people
- ▶ create value through efficiencies and innovation
- ▶ employ evidence-based practices to develop and review services

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*"The online resources, particularly eBooks, have allowed me to continue reading books without any interruption even though I was unable to physically visit the library. That has changed how I now get the majority of my reading material (through eBooks). I still enjoy visiting the library to get physical books too."*

# KEY ACTIONS 2021 – 2025

The strategies and key actions that will be implemented over the next four years to deliver on our mission are outlined below.

The Action Plan will be reviewed annually and will be subject to government directives associated with the COVID-19 health emergency.



## Goal 1: Experience

*Objective:* To be an inclusive and welcoming people-centered service

Key Strategy		Key Actions	Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 4 2024/25
1.1	Provide inclusive, safe and accessible services for all	1.1.1 Development of an Access and Inclusion Plan	●			
		1.1.2 Review and redesign of services to reduce barriers to access	●	●	●	●
		1.1.3 Develop and implement policies and practices that support safe, accessible and inclusive physical and digital spaces	●	●	●	●
1.2	Provide exemplary customer-first service	1.2.1 Implementation of a customer-centric culture and service policies and practices	●	●	●	●
		1.2.2 Provide staff with access to training opportunities and customer-service tools	●	●	●	●
		1.2.3 ICT systems and services that support customer needs and expectations	●	●	●	●
1.3	Work proactively to grow our reach	1.3.1 Implementation of the Marketing and Communications Strategy and Plans	●	●	●	●
		1.3.2 Pop-up presence at community festivals and other locations		●	●	●
		1.3.3 Identify gaps in service reach and strategies to connect with a broader community		●	●	●
		1.3.4 Extend outreach services and programs		●	●	●
1.4	Plan for places and spaces that support the delivery of contemporary library services	1.4.1 In collaboration with our member councils, plan for physical infrastructure renewal and improvements	●	●	●	●
		1.4.2 Maintain our physical library spaces and assets	●	●	●	●

## Goal 2: Learning and Engagement

*Objective:* To enable an informed and engaged community

Key Strategy		Key Actions	Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 4 2024/25
2.1	Support and promote life-long learning and literacy	2.1.1 Deliver a program of events and activities that provide opportunities for lifelong learning, and economic and civic participation	●	●	●	●
		2.1.2 Provide skilled staff that are equipped to help our community benefit from our collections, technology and services	●	●	●	●
		2.1.3 Deliver targeted initiatives that support literacy development	●	●	●	●
2.2	Encourage a culture of reading	2.2.1 Deliver reader-development initiatives and services that support reading for recreation, information and education	●	●	●	●
		2.2.2 Implement a Collection Development Strategy that supports community needs across a range of formats and reading abilities	●	●	●	●
		2.2.3 Increase the volume and breadth of our digital collection content	●	●		
2.3	Foster a sense of belonging, connection and wellbeing	2.3.1 Host and deliver events and activities that support social inclusion, connection and a sense of belonging	●	●	●	●
2.4	Support digital inclusion	2.4.1 Provide access to technology, internet and related facilities	●	●	●	●
		2.4.2 Provide technology learning programs and staff expertise	●	●	●	●
		2.4.3 Increase staff capacity to provide appropriate technology support	●	●		

Key Strategy		Key Actions	Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 4 2024/25
2.5	Celebrate our communities' diverse culture and heritage	2.5.1 Promote local history and culture by supporting access to collections and programs	●	●	●	●
		2.5.2 Participate in Member Council heritage and cultural-diversity initiatives	●	●	●	●
		2.5.3 Provide resources relating to First Nations history and culture and activities that support our Member Councils' Reconciliation Action Plans	●	●	●	●



## Goal 3: Collaboration

*Objective:* To extend the reach and benefit of library services

Key Strategy		Key Actions	Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 4 2024/25
3.1	Build strong relationships with stakeholders and community partners	3.1.1 Seek out new potential partnerships	●	●	●	●
		3.1.2 Strengthen the relationship between the library, Member Councils and other community partners	●	●	●	●
		3.1.3 Review partnership-establishment processes and procedures		●		
3.2	Deliver collaborative services and programs	3.2.1 Develop and deliver beneficial collaborative program and service initiatives	●	●	●	●
		3.2.2 Encourage the use of library spaces by external partners for the delivery of complementary programs		●	●	●
3.3	Participate in networks to share knowledge and ideas	3.3.1 Implementation of the Marketing and Communications Strategy and Plans	●	●	●	●
		3.3.2 Pop-up presence at community festivals and other locations		●	●	●
3.4	Provide meaningful volunteer engagement and work-experience opportunities.	3.4.1 Offer targeted work-experience opportunities	●	●	●	●
		3.4.2 Implement the Volunteer Engagement Strategy		●	●	●





Makerspace  
@WML  
Exploring new  
technology

Whitehorse Manningham Libraries

Whitehorse  
Manningham  
Libraries  
open for discovery

Whitehorse  
Manningham  
Libraries  
open for discovery

## Goal 4: Performance

*Objective:* To be a flexible, resilient and high-performing organisation

Key Strategy		Key Actions	Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 4 2024/25
4.1	Implement robust governance practices	4.1.1 Ensure compliance with regulatory and legislated requirements	●	●	●	●
		4.1.2 Effectively control exposure to risk	●	●	●	●
4.2	Employ sound financial-management practices	4.2.1 Develop Strategic Resource Plans and annual budgets that support the achievement of Library Plan strategies within the available funding Ensure that new initiatives requiring funding are supported by well-developed and costed business cases	●	●	●	●
		4.2.2 Reinvest efficiency savings into strategies identified in the Library Plan		●	●	●
		4.2.3 Pursue alternative funding opportunities	●	●		
4.3	Advocate for investment in public libraries	4.3.1 Advocate at a local and state level to raise the profile of and investment in public libraries	●	●	●	●
		4.3.2 Collaborate with Member Councils in the development of the long-term vision for library services across the two municipalities	●	●		
4.4	Build capability and capacity of our people	4.4.1 Support staff engagement in professional-development opportunities	●	●	●	●
		4.4.2 Implement a workforce development plan to attract and retain the people and skills needed to deliver library services into the future	●	●	●	●
		4.4.3 Promote an organisational culture that facilitates the expected standards of work practice and behaviour	●	●	●	●



Key Strategy		Key Actions	Year 1 2021/22	Year 2 2022/23	Year 3 2023/24	Year 4 2024/25
4.5	Create value through efficiencies and innovation	4.5.1 Regular review and audits of strategies, policies and practices	•	•	•	•
		4.5.2 Identify opportunities to reduce our environmental impact	•	•	•	•
		4.5.3 Explore opportunities for cost savings through collaborative arrangements	•	•	•	•
4.6	Employ evidence-based practices to develop and review services.	4.6.1 Seek stakeholder perspectives to inform the development of strategies and service planning	•	•	•	•
		4.6.2 Collect and analyse qualitative and quantitative performance and impact data	•	•	•	•



# MEASURING OUR SUCCESS

We will use a range of qualitative and quantitative data to measure our performance and success.

The APLA-ALIA Standards and Guidelines for Australian Public Libraries, 2021 form the basis of our key service-performance indicators. The standards and guidelines set expectations for provision of community-based public library services. WML also uses a range of other indicators to measure corporate performance.

## Key Performance Indicators

Library expenditure per capita

Total number of staff (FTE) per capita

Opening hours per week

Expenditure on library materials per capita (physical and digital)

Number of collection items per capita

Number of public access devices and access to wi-fi and printers

% of resident population who are registered library members

Number of library visits per capita

Number of loans per capita

Turnover of stock – Number of loans per physical collection item

Electronic service use

- ▶ Number of visits to the library website
- ▶ Number of hours' use of public-access devices
- ▶ Number of wi-fi sessions in the library
- ▶ Program participation
- ▶ Attendance at library programs per capita
- ▶ Participant impact evaluation

Customer satisfaction rating

Outreach services

- ▶ Number of partnerships
- ▶ Number of volunteers
- ▶ Number of outreach activities

Marketing and Promotions

- ▶ Number of social media engagements
- ▶ Number of eNews subscriptions

Governance

- ▶ Strategic planning activities
- ▶ Reporting and compliance
- ▶ Risk rating status

# STRATEGIC RESOURCE PLAN 2021 – 2025

The WML Strategic Resource Plan 2021 – 2025 supports the delivery of the Library Plan objectives. The Strategic Resource Plan is reviewed annually and is published in the WML Annual Budget. This document is available on the WML webpage at [www.wml.vic.gov.au](http://www.wml.vic.gov.au)



## References

- ▶ APLA/ALIA Standards and Guidelines for Australian Public Libraries, December 2020
- ▶ <https://read.alia.org.au/apla-alia-standards-and-guidelines-australian-public-libraries-december-2020>
- ▶ Australian Library and Information Association (ALIA) Free Access to Information Statement 2018 [www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-free-access-information](http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-free-access-information)
- ▶ Community Profiles for the Cities of Whitehorse and Manningham, profile.id, <https://profile.id.com.au/whitehorse> and <https://profile.id.com.au/manningham>
- ▶ Libraries work! The socio-economic value of public libraries to Victorians, State Library of Victoria, 2018 <https://www.slv.vic.gov.au/sites/default/files/Libraries-work.pdf>.
- ▶ United Nations Educational, Scientific and Cultural Organisation (UNESCO) Public Library Manifesto 1994 [www.ifla.org/publications/iflaunesco-public-library-manifesto-1994](http://www.ifla.org/publications/iflaunesco-public-library-manifesto-1994)
- ▶ United Nations Sustainable Development Goals <https://sdgs.un.org/goals>
- ▶ Whitehorse Manningham Libraries community survey 2021, Millicante Consulting

## **ADMINISTRATION**

1040 Whitehorse Road  
Box Hill 3128  
P. 9896 4333

## **BLACKBURN LIBRARY**

Cnr Blackburn and Central Roads  
Blackburn 3130  
P. 9896 8400

## **BOX HILL LIBRARY**

1040 Whitehorse Road  
Box Hill 3128  
P. 9896 4300

## **BULLEEN LIBRARY**

Bulleen Plaza  
Manningham Road  
Bulleen 3105  
P. 9896 8450

## **DONCASTER LIBRARY**

MC Square  
687 Doncaster Road  
Doncaster 3108  
P. 9877 8500

## **NUNAWADING LIBRARY**

379 Whitehorse Road  
Nunawading 3131  
P. 9872 8600

## **THE PINES LIBRARY**

The Pines Shopping Centre  
Cnr Blackburn and Reynolds Roads  
East Doncaster 3109  
P. 9877 8550

## **VERMONT SOUTH LIBRARY**

Pavey Place  
Vermont South 3133  
P. 9872 8650

## **WARRANTYTE LIBRARY**

Warrantyte Community Centre  
168 Yarra Street  
Warrantyte 3113  
P. 9895 4250

