



Whitehorse  
Manningham  
Libraries

*open for discovery*



# Library Plan 2025–2029

**A place for all.** Evolving for now and the future.



## Acknowledgement of Country

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



Whitehorse Manningham Libraries is committed to providing safe, inclusive, and accessible services for all in our diverse community. We prioritise child safety and wellbeing, promote equity across all demographics, and ensure our services and programs foster respect, representation, and connection. Through these efforts, we strengthen community engagement and support collective growth.

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# Chair and CEO message

Whitehorse Manningham Libraries is a large public library service in Melbourne's eastern metropolitan area – a shared service supporting the growing and diverse communities of Whitehorse and Manningham. Our library is a trusted community resource that helps people connect, learn, and thrive. Our community acknowledges the value and benefit our library brings to their lives.

The Library Plan 2025–2029 sets our strategic direction for the next four years. It responds to a changing world with growing community needs – digital inclusion, lifelong learning, climate resilience, and social connection. The Plan is based on meaningful engagement with our community stakeholders and aligns with relevant evidence-based research and our member Council priorities.

The next four years will see a period of change and growth as we adapt our services to meet diverse and changing needs. We will expand outreach, build stronger partnerships to reach people where they live, learn, work and gather – creating opportunities for social connection, belonging and building life-skills and wellbeing. We will continue to champion early literacy as a critical foundation for future success.

We will reduce barriers to access and plan for welcoming, inclusive library spaces to support a wide range of needs. Our library will continue to play a significant role in fostering digital inclusion and confidence – helping people to actively and safely participate in a connected world.



**Chair**  
Cr Hayley Weller



**CEO**  
Sally Both

We recognise the current resourcing challenges and will continue to pursue new opportunities for funding and partnerships. We will explore service innovations, while being mindful to balance new initiatives and approaches with valued core services.

As required by the *Local Government Act 2020* (Vic), we will work with the Whitehorse and Manningham Councils to plan the future governance arrangements for library services to ensure the best community benefit for each municipality. While at the time of writing it is not known what the outcome will be, throughout the transition period and beyond, our focus will be on ensuring the continuity of library services that are highly valued by our local community.

“Having a place to connect, to go if you are lonely is important and I hope my children can find refuge in a library community.”

***Library Patron***





# Summary

Whitehorse Manningham Libraries is a shared service supporting the growing and diverse communities of Whitehorse and Manningham. Our libraries are trusted places that help people connect, learn, and thrive – offering free access to knowledge, technology, programs, and community.



This strategy sets our direction for the next four years. It responds to a changing world and growing community needs – digital inclusion, lifelong learning, climate resilience, and social connection.

This Plan builds on existing strengths while evolving how we work. With a focus on collaboration, innovation, and sustainability, this Plan positions the library service to

continue to deliver tangible value within the local community as well as be part of a wider eco-system helping the community to thrive.

We are and will continue to be open for discovery!



“Can libraries please run the world? You’re always so accommodating, kind, lovely and you know what you are doing! Please start a librarian party – I will vote for you!”

***Library Patron***

## Our vision

### Our hope

A vibrant and inclusive library service that enriches our community.

## 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 goals and priorities

### Our strategic focus

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#### GOAL

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**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.

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**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.

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**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.

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**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.

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**5**

#### **Climate resilience**

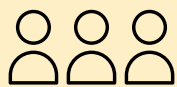
Our libraries contribute to a sustainable future through environmentally responsible practices, community resilience programs, and safe spaces in times of need.

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# Our strategic enablers

## Our cross-cutting foundations



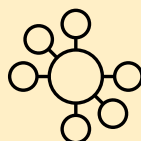
### People

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.

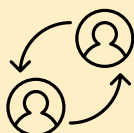
## Our values

### Guiding our work



### Respect

Treating everyone with respect, dignity and courtesy.



### Collaboration

Working together to achieve better outcomes.



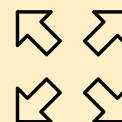
### Integrity

Being open, honest and accountable.



### Curiosity

Being open to learning and exploring ways to improve.



### Agility

Being flexible and adaptable to change.

# About us

## Introduction

Whitehorse Manningham Libraries is at the heart of two thriving and diverse communities. People from across the cities of Whitehorse and Manningham and beyond come to our libraries to learn, connect, create and feel part of something bigger.

Our eight library branches are more than just places to borrow books. They are trusted spaces – welcoming, inclusive, and free to all. From quiet corners for study, to storytimes full of energy, to programs that support digital skills and lifelong learning, our libraries are open for discovery for everyone.

**“Libraries *do* Change Lives, for the better! A home away from home for CALD communities.”**

### ***Library Patron***

The communities we support are changing with more people living here, more languages spoken at home and more people looking for ways to stay connected – online and in person. Whitehorse Manningham Libraries reflects and responds to these changes through inclusive collections, multicultural programs, free access to technology, and services that meet people where they are.



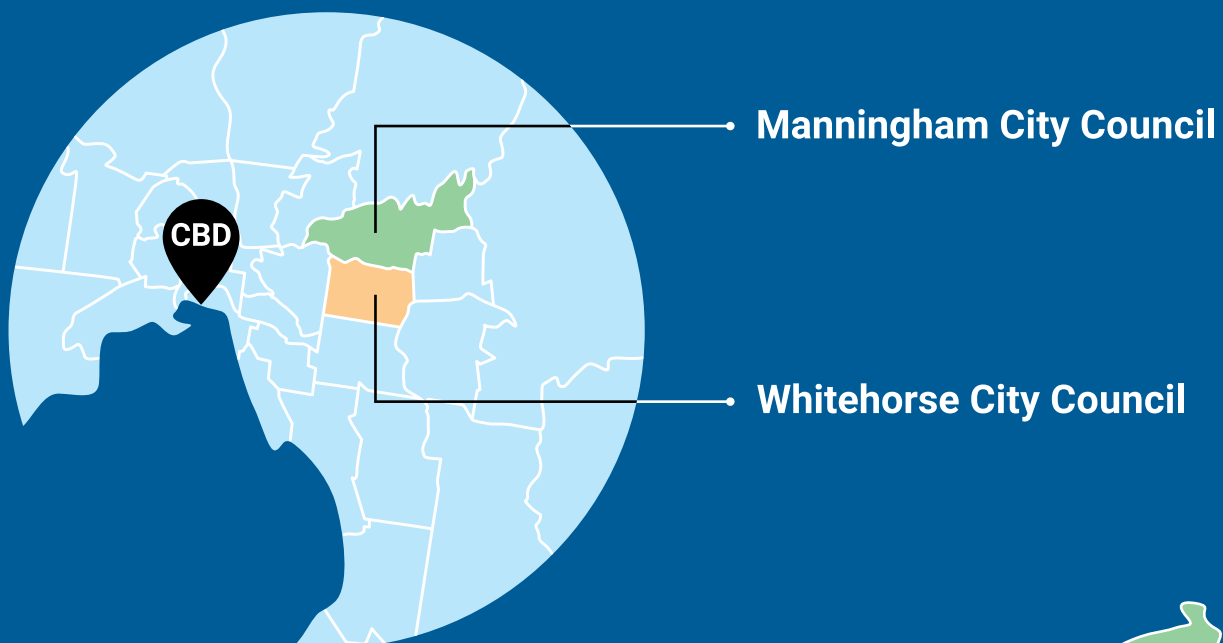
We're proud to offer outreach and home library services, and a digital library that's always open. Whether you visit in person or online, our friendly staff are here to help.

We work closely with both local Councils, schools, service providers and community groups to make sure our libraries stay relevant and responsive. Together, we're building strong, connected communities – one library visit at a time.

Over the next four years, we are building on this foundation and have developed a strategy that will help us continue to evolve for now and the future. This means focusing on the things that matter most to our community – welcoming spaces, inclusive services, exciting programs, skilled staff, and a library that continues to adapt and lead.

We are proud to present this Plan – and even more excited to deliver on it.







# The library service

Whitehorse Manningham Libraries is a shared service with a network of eight library branches, a central support team, and a wide range of programs, collections, and digital services. Together, these elements work to provide accessible, inclusive and high-quality library experiences for people across both municipalities. This section outlines the key parts of our service and how they come together to support the community.

## Snapshot Fast facts 2024–2025

### Library Usage



**Total Loans**  
3,741,031



**Visits to our Branches**  
981,419



**New Members**  
14,130



**Total Library Members**  
107,427





### Program Attendance – Lifelong Learning

57,182	attendance at children's and youth services programs
11,480	attendance at adult programs
2,499	attendance at all age events



### Outside the Library Walls *Home Library Service Statistics*

53,904	loans to outreach patrons
455	individual patrons receive a delivery on a regular basis



### Connected to Our Community

952,305	visits to the library website
430,208	catalogue searches
382,782	Library App launches
4,740	Facebook followers
20,218	eNews subscribers



### Digital Access – Always Open

167,815	pieces of music downloaded or streamed
195,421	eBook loans
693,820	newspapers and magazines downloaded
122,034	eAudiobook loans
24,844	movies streamed
15,344	online genealogy sessions logged
66,779	children's online literacy resources accessed



### Extended Library Access – Warrandyte Open Library

505	Open Library access members
396	active users
4,022	access logins (entry to Warrandyte Library outside opening hours)

# The Whitehorse and Manningham communities

Whitehorse Manningham Libraries serves a growing, changing and diverse population of more than 315,000 people across the cities of Whitehorse and Manningham.



These communities are amongst the most multicultural in Victoria with close to half of all residents born overseas, and many speaking a language other than English at home. Chinese languages – particularly Mandarin and Cantonese – are widely spoken, alongside Greek, Italian, Persian, Hindi and others. This diversity enriches the region and reinforces the importance of services that are inclusive, culturally responsive and accessible to all.

Both municipalities are home to young families, students, professionals, older adults, and people navigating major life transitions – from settlement to retirement. Around one in five residents is aged 60 or older, and approximately 5% of the population needs support with daily activities due to disability or health. Demographic trends also show an increase in population density and housing redevelopment, particularly around key activity centres and growth corridors.



## Population

315,226	Combined estimated residential population 2024
48.4%	Male
51.6%	Female



## Age

57,498	0–17 years
64,032	18–34 years
96,736	35–59 years
65,742	60–84 years
10,029	85+ years

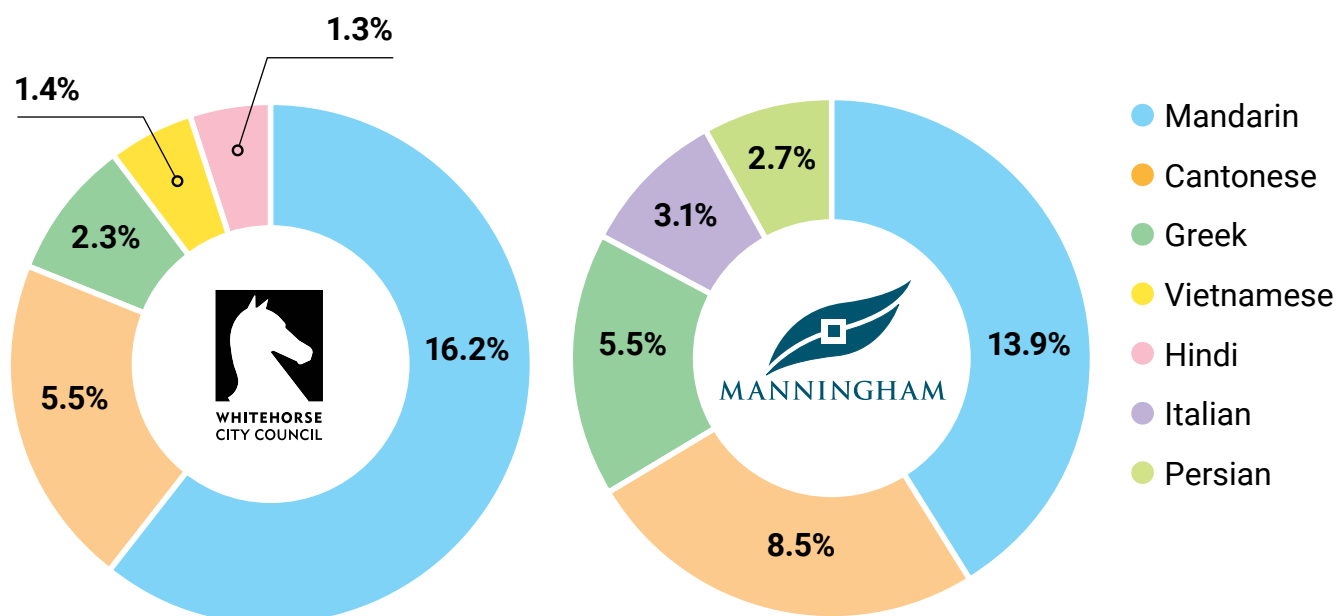


## Education

39.5%	Bachelor or higher degree
10.15%	Diploma or Advanced Diploma
10.85%	Vocational education



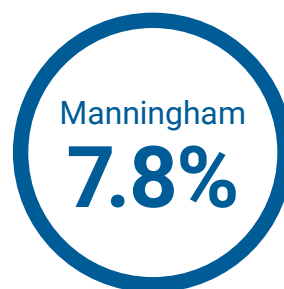
## Top 5 languages spoken at home other than English



Alongside changes in our community, expectations of public services like libraries are shifting. People are looking for flexible, inclusive spaces and services that meet them where they are – physically, culturally and digitally. They expect access to technology, practical support to build skills, programs that reflect their needs and interests, and welcoming places to feel safe, connected and inspired. Libraries are expected to be responsive to the everyday realities of life – helping with digital access, supporting early learning, offering quiet study zones, connecting people to local services, and providing a space to belong.

This Plan is grounded in what our community has told us. Our last major community survey engaged more than 4,600 people across Whitehorse and Manningham – providing a strong foundation for planning. People told us they value our libraries as welcoming spaces, trusted sources of information, and hubs for learning, support and connection.

## Proficiency in English – Speaks English not well or not at all



But they also told us where we need to evolve. To improve accessibility, expand outreach, adapt to changing digital needs, and ensure our services remain visible and relevant in a fast-moving world.

This Plan responds to that feedback. It sets a clear direction for how Whitehorse Manningham Libraries can continue to meet the changing needs of our community – not just as a place people visit, but as a service embedded in everyday life, delivering practical value and trusted support.

# Strategic context

## Libraries in a time of transformation

Whitehorse Manningham Libraries is planning for a future shaped by change and evolving community expectations.

Over the next four years, important decisions will need to be made about the governance of the library service we deliver. These decisions will unfold alongside broader shifts in our community, where people are navigating digital disruption, social change, economic pressures, and the growing impacts of climate change. Through it all, the library remains a trusted place for connection, support, and learning.



This Plan has been informed by research, staff engagement, and community feedback as well as global thinking about the future of libraries. It looks to build on what's working, acknowledges what's changing, and centres the role of the library as a partner in community life.

**"I love my library and have a great need for it!"**

***Library Patron***

### **Some of the key shifts shaping the directions:**

#### **Community expectations are rising**

People continue to expect more from their library – not just in collections and programs, but in how services reflect their lives. Libraries are increasingly places where people come to learn new skills, access support, connect with culture, and feel part of something. Community members also want a stronger say in how services are shaped and delivered – expecting responsiveness, flexibility, and relevance.

#### **Libraries are adapting in a digital world**

The pace of technological change is accelerating. People are looking for help to navigate AI, stay safe online, build digital skills, and access services that are now digital by default. Libraries are stepping up – not only to provide the tools, but to give people confidence and skills in an increasingly complex digital environment.

## **Library spaces need to evolve with purpose**

Many of our library buildings are ageing, yet they remain central to local identity and community life. People want modern, flexible, and welcoming spaces that meet a wide range of needs – from quiet study, meeting rooms and collaboration to cultural events and climate-safe shelter. Future investment in infrastructure must match how people use libraries today and anticipate how those uses will change tomorrow.

## **Climate resilience is now a community service**

As extreme weather events become more frequent, libraries are being called on to provide shelter, information, and social connection. At the same time, we have a responsibility to reduce our environmental impact and embed sustainability into how we operate. Climate resilience is no longer a nice-to-have, it's a local responsibility.

## **Doing more with less**

Pressures on funding, space and staffing are growing, while expectations remain high. Libraries are expected to be many things to many people, and to do it all efficiently. Our response must be to work smarter, build stronger partnerships, be clear in our individual and collective advocacy for the library and demonstrate value in ways that are visible, measurable, and locally relevant.



## **People power libraries but they need support**

Staff are the reason libraries feel welcoming, inclusive and responsive. But the demands are rising. As roles become more complex, we need to support staff with clear roles, ongoing development and safe, flexible work environments that allow them to continue to deliver the service excellence and care that so many of the community are already experiencing today.

This Plan is a response to these conditions, as well as a framework for direction over the next four years. It focuses on people, sustainability, partnerships and innovation and recognises that strong library services are co-created with its partners within and across Council and the communities they serve. It's a plan to make sure Whitehorse Manningham Libraries stays relevant, responsive and ready for both now and what's next.





He thought he might  
lasso the star with  
the life preserver  
from his  
father's  
boat.



## Aligning with our partner Councils

Whitehorse Manningham Libraries is a shared service built on strong partnerships with our two member Councils. This Plan supports and complements the goals set out in the Council Plans of both Whitehorse and Manningham for 2025–2029.

Libraries are more than cultural assets – they are essential local infrastructure that directly supports Council objectives. As free, trusted, and inclusive spaces, libraries are uniquely placed to help deliver real outcomes across a range of priorities – community wellbeing, digital inclusion, climate resilience, early learning, lifelong education, and local participation. This Plan outlines how the library will continue to serve as a practical delivery mechanism for these shared priorities, turning high-level goals into on-the-ground services that people rely on every day.



Both Councils are focused on creating stronger, fairer and more sustainable communities. The library contributes to this through its everyday work – providing welcoming spaces, running inclusive programs, and making it easier for people to learn, connect, and participate locally. We support mental wellbeing, help reduce social isolation, and ensure access to information and technology for those who need it most.

The Council Plans also highlight the need to support a growing and changing population, respond to climate challenges, and ensure local infrastructure is fit for purpose. The library is part of this response. Our branches are safe, accessible, and adaptive places that offer value to people at every stage of life – from storytime for children to technology help for older adults. We also play a growing role in community climate resilience, and we are committed to improving the environmental performance of our operations and facilities.

As both Councils continue to face financial, social and environmental pressures, this Plan demonstrates how the library can continue to deliver high-impact, community-focused services efficiently, equitably, and in ways that matter locally.

Through strong alignment and shared purpose, Whitehorse Manningham Libraries will remain a valuable delivery partner for Council and a vital resource for the community we serve.

# Our Plan

This Plan sets a clear path for Whitehorse Manningham Libraries over the next four years. It's a plan shaped by local needs and designed to evolve. As our community grows and changes, so too must the way we deliver library services, whilst remaining true to our core role as a service, and expanding our reach and staying relevant in people's lives. This is about building on what works, embracing innovation, and ensuring our libraries continue to be inclusive, welcoming places that provide relevant collections, excellent services and support learning, connection and community.



## Vision

### our hope

**A vibrant and inclusive library service that enriches our community.**

Our vision is two-fold. It is about creating a library service that is truly inclusive – where everyone, regardless of background or circumstance, can access knowledge, connection, and opportunity. It is also about strengthening the role of libraries as active contributors to community life and being places that reflect and respond to the diverse needs of Whitehorse and Manningham and help people in a changing world.

## 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 purpose is our why and our what. We exist to provide inclusive services, welcoming spaces, and diverse collections that reflect and respond to our community. Our collections are more than books – they are shared knowledge, stories, and resources that connect people across cultures, generations, and ideas. We see the library as a collective space – shaped by community, grounded in access and equity, and made stronger through participation. Through trusted information, meaningful programs, and places people feel they belong, we help our community imagine, learn, connect and thrive.





## Values

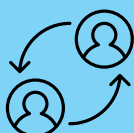
### guiding our work

Our values guide how we work, how we make decisions, and how we show up for our community. They reflect what matters most in delivering welcoming, inclusive, and responsive library services today and into the future.



#### 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.

## Our goals and priorities

### our strategic focus

These goals and priorities set out what we will focus on over the next four years. They build on the strong foundations of our existing services while responding to the changing needs of our community. Together, they reflect where we can improve, adapt and innovate to stay relevant and effective. The goals are connected and each is supported by practical actions that will help us deliver a stronger, more inclusive and sustainable library service.

## Goal 1: Value for community

# 1

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.

This means our libraries are not just places people visit, but trusted public services that reach into the community, especially where people might otherwise miss out. We will focus on being where people are, building local partnerships, and designing programs that help people feel they belong. Whether it's a young parent at home, a newly arrived migrant, or someone navigating a major life transition, our library will feel open, supportive, and genuinely connected to them.

*The strategic priorities we will focus on:*

### 1.1 Target partnerships that reduce duplication and increase reach

Work with local community organisations to co-design and deliver joint initiatives that meet shared goals and extend our reach into the community. Strengthening partnerships with community organisations, service providers and Councils to co-design joint initiatives. These partnerships will help us avoid duplication and extend our presence into new parts of the community particularly where there are gaps. Together, we'll create more targeted and impactful services that respond to shared goals.

### 1.2 Expand outreach to underrepresented and isolated groups

Focus on people who are less likely to walk through the library doors, including those who may be socially isolated, digitally excluded, or disconnected from local services. By testing different outreach approaches, like pop-ups and programs delivered in community settings, we will meet people where

they are. These flexible models will help reduce access barriers and connect more people with library services, while balancing the need to manage resources effectively.

### 1.3 Design services that create connection

Continue to design and deliver services that support community connection and belonging. This includes prioritising initiatives that respond to key life stages – such as early years, retirement, settlement or job transitions – and offering support in locations that are familiar, trusted, and easy to access. By working in and with other community spaces, we help people feel included, seen, and supported in ways that reflect their real lives.

**Success looks like:**

Meaningful  
partnerships that  
deliver community  
benefit

Increased library  
membership and  
service participation  
in underserved  
areas

People feel a sense  
of connection  
and belonging





## Goal 2: Inspiring places

# 2

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.

Many of our libraries are ageing and under pressure. To stay relevant and useful, we need spaces that are flexible, accessible, and designed for the way people live, work, and learn today. That means working closely with our Council partners to invest in upgrades, improve accessibility, and make sure our buildings support a wide mix of uses – from quiet study and digital access to community gatherings and cultural programs.

We're focused on making our libraries fit for purpose, welcoming, practical spaces that support real community needs now and in the future.

*The strategic priorities we will focus on:*

### 2.1 Advocate for long-term investment in library infrastructure

Work alongside our partner Councils to ensure our library infrastructure remains excellent, adaptable, and resilient into the future. This includes ongoing maintenance as well as upgrades and redesigns that reflect changes in how our community uses libraries. This includes demonstrating and showcasing the role libraries play in health, learning, resilience, and connection, and why sustained investment matters.

### 2.2 Evolve library spaces to support diverse community uses

Listen and respond to community through offering multi-purpose spaces that cater to different community needs. We will listen to what our community needs and adapt our spaces to support a wide range of uses. This includes flexible layouts, spaces for group and quiet activities, and multi-purpose rooms that can support everything from cultural events to job support drop-ins.

### 2.3 Ensure library spaces and services are accessible and inclusive

Respond to the changing shape, needs, and demographics of our community through thoughtful, inclusive design. This includes reviewing and redesigning with inclusion in mind, considering physical access, sensory needs, cultural safety, and changing demographics. This means making sure every person can enter, feel welcome, and use the space in ways that meet their needs.



### Success looks like:

Contemporary  
library infrastructure  
that meets  
community needs

Increased use of  
physical spaces and  
online platforms

People feel welcome  
and safe when using  
the library

## Goal 3: Services shaped by community

# 3

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.

Libraries play a vital role in helping people thrive across all stages of life and enriching the cultural fabric of communities. From early childhood literacy to adult learning, and from health literacy to community wellbeing, our services help generate ideas, support skills, build confidence, and nurture connection. The most effective services are those that listen and respond to lived experience and local knowledge. That's why community voices are central to how we plan, deliver, and evolve what we offer.

*The strategic priorities we will focus on:*

### 3.1 Co-design services with community

Work with and alongside our diverse community and local partners to shape services that are relevant, inclusive, and meaningful. This means listening, sharing decision-making, and making space for diverse voices in how programs and collections evolve.

### 3.2 Strengthen services that build life skills and wellbeing

Grow and evaluate services that support health and financial literacy. Through practical programs and collections, we will help people build confidence, reduce stress and fully participate in modern life while sparking imagination and lifelong learning.

### 3.3 Continue to champion early literacy as a foundational focus

Prioritise early literacy as a strategic strength, recognising its long-term value for children, families, and community futures. This is about keeping early literacy at the heart of what we do, offering programs that support children and families in building strong foundations for learning, connection, and future opportunity.



**Success looks like:**

Our services are  
valued by the  
community

People learn and  
gain new skills  
and knowledge

A thriving and  
healthy community



## Goal 4: Digital confidence and inclusion

# 4

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

Technology is central to how we live, learn, and connect but not everyone has equal access or confidence using it. Libraries play a critical role in closing the digital divide by providing tools, support, and a trusted place to build digital skills. Whether someone is getting online for the first time, using government services, or exploring new technologies, libraries have an important role in helping them feel confident and capable.



*The strategic priorities we will focus on:*

#### **4.1 Ensure reliable, inclusive access to digital tools and technology**

Provide accessible and consistent access to internet, computers, devices, and digital resources in all branches. Provide opportunity for anyone to get online or access technology resources, no matter their circumstances.

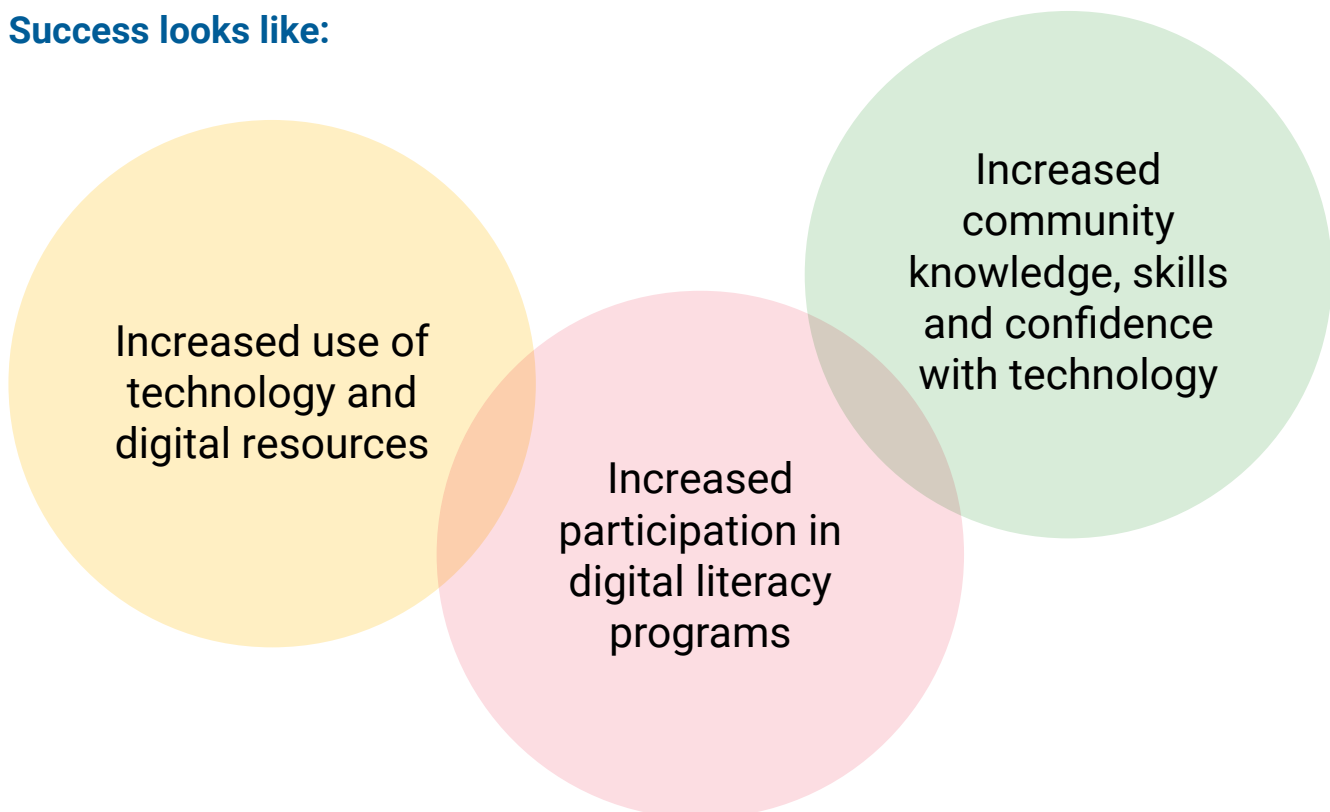
#### **4.2 Deliver tailored digital learning that meets people where they are**

Ensure everyone has the opportunity to participate in modern life by offering practical, hands-on digital support from basic skills to using essential online services like health, banking and government tools. This priority is about equity, inclusion, and making sure no one is left behind in a digital world.

#### **4.3 Foster digital confidence and creativity**

Create space for people to explore, experiment and engage with new technologies – building confidence, curiosity and digital literacy. This includes support to try emerging tools like AI, navigate online spaces safely, and think critically about digital content. It's about opening doors to opportunity and helping people actively participate in a connected world.

#### **Success looks like:**





## Goal 5: Climate resilience

# 5

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

Libraries are trusted public places where people turn in times of change and disruption. As climate challenges increase, libraries have a growing role in supporting both environmental sustainability and community preparedness. This means not only reducing our own environmental impact but also helping communities adapt and respond through reliable information, inclusive services, and safe, supportive spaces.

*The strategic priorities we will focus on:*

### 5.1 Embed climate resilience and sustainable design into planning and operations

Integrate energy efficiency, sustainable materials, and climate-adaptive design into the way our libraries are planned, maintained, and upgraded. This includes reducing waste, managing resources wisely, and ensuring our buildings remain safe and functional in extreme weather.

### 5.2 Deliver services that build community capability in sustainability

Offer services and information that help people understand sustainability, prepare for emergencies, and take climate-smart actions in their daily lives. This includes community workshops, resource guides, and partnerships that bring expert knowledge into the library setting.

### 5.3 Position libraries as safe, supportive spaces during disruption and crisis

Ensure our libraries serve as places of safety and connection during emergencies, whether it's heatwaves, storms, or local disruptions. This means investing in infrastructure that supports community use during a crisis and preparing staff to respond with care and consistency.





### Success looks like:

Practices that  
reduce the library's  
environmental  
impact

Increased  
community  
knowledge of  
sustainable  
practices

Community  
wellbeing and safety  
is supported

# Enablers

## Our cross-cutting foundations

Delivering on this Plan isn't just about what we aim to do – it's about how we do it. These enablers are the foundations that support every goal and priority in this Plan. They reflect the capabilities, conditions, and culture we believe are essential for an impactful library service. Strengthening these areas will be central to how we work, grow, and adapt over the next four years.



### People

Invest in and empower the people who bring our libraries to life. We will support a skilled, connected, and confident workforce with the energy, adaptability, and appetite to lead services, build strong community relationships, and respond to changing needs. Our future success relies on the vibrancy of our people and the strength of our workplace culture.



### Financial sustainability

Strengthen our long-term sustainability by making smart, strategic use of our resources. We will focus on improving how we allocate funding and finding more efficient ways to deliver services. This includes exploring new models and income streams that help maintain the quality, reach, and impact of our libraries into the future.



### Partnership

Libraries are part of a wider ecosystem working to support community learning, connection and wellbeing. We will strengthen partnerships with local organisations, Councils and service providers to extend reach, reduce duplication, and amplify impact. Through clear roles, shared goals and co-delivery, libraries can remain active contributors to stronger, more connected communities.



### Innovation

This is focussed on evolving how services are delivered to meet changing needs. By embracing technology, testing new ideas, and adopting flexible ways of working, we will continue to adapt and improve. A mindset of continuous improvement – backed by staff capability and a willingness to experiment – will ensure our library services remain relevant, effective, and community-focused.







# Measuring impact

To make sure this Plan delivers real value, we will track progress in ways that are practical, meaningful and focused on outcomes for our library service and community.



We already monitor a range of measures through our regular reporting to member Councils and other stakeholders. This includes data on library usage, participation, service delivery, and access. These existing measures provide a strong foundation – and over the next four years, we will build on them to better understand our impact and inform how we improve.

We will connect this Plan to branch plans and day-to-day activities, using feedback and data from staff, partners and library patrons to guide decisions. Our approach will be flexible, with regular review points to assess what's working, where we are making a difference, and where we may need to adjust.

By bringing together service data, community insights, and strategic learning, we will continue to strengthen our role as a responsive, trusted and essential service for our community. Where appropriate, we will also align with global frameworks such as the United Nations Sustainable Development Goals, helping us contribute to broader outcomes around equity, access, and environmental sustainability.



“Thank you so much for all the books and opportunities to read and grow. I appreciate it so much and I honestly don’t know what I would do without you!”

***Library Patron***

**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

**Warrandyte Library**

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