City of Port Lincoln

Port Lincoln Library

Business Plan
2019-2024

**2 London Street,
Port Lincoln, SA, 5606**

Version 2
Adopted by Council
21 January 2019

RM: FINAL201823 18.80.1.8

Table of Contents

Mission

To be recognised as a welcoming and inclusive place for all people in our community and to create a platform for learning, participation, creativity and wellbeing

Vision

- To provide a flexible, contemporary Library service that is appropriate to the changing needs of our residents
- Support and add value to the work of stakeholders
- to be a place of wellbeing, inspiration, support and community
- to promote celebration of place through innovative and relevant program delivery and volunteer engagement
- to work collaboratively with other libraries, schools, businesses and government agencies
- to assist in linking the people in our community to each other and the world
- make a positive contribution to the advancement of libraries and their essential role in our community
- to maintain a safe, cost efficient, effective and sustainable facility and service

The Port Lincoln Library Services Management Plan is aligned to the South Australian Public Library Network Plan's five strategies for success:

Regional Profile – Port Lincoln Library Context

The Southern Eyre Peninsula local government region covers an area of approximately 7400km² and has a population of 21,600. The majority of the population resides within the City of Port Lincoln[1]. Communities located in the Southern Eyre Peninsula area supported by school-community libraries. However, the Port Lincoln Library is the only public library on Eyre Peninsula.

Some of the key challenges facing the region include access to services, social isolation as well as the ability for the community to function and connect as a whole[2]. The *Tomorrow's Libraries Future Direction of the South Australian Public Library Network* Plan states: "our libraries are valued as institutions of civil democracy and community engagement. They are hubs of knowledge, creativity and innovation, bringing together the physical and digital worlds and providing opportunities for learning and leisure, linking the people of South Australia to each other and the world."[3]

The Port Lincoln Library is committed to providing professional customer service as part of a contemporary library network. The Library provides services and support to all, online services, a welcoming physical space and is a venue that hosts a wide range of activities and programs to meet the needs of our community. The Port Lincoln Library remains responsive to the needs of all demographics, ensuring services are relevant and the facility is well positioned to assist and address the challenges outlined above, now and into the future.

Port Lincoln Library Background

The need for a Public Library in Port Lincoln was recognised by the Libraries Board of South Australia and in 1975 the Port Lincoln Public Library was established. The Library was situated adjacent to the Institute Hall, now the Nautilus Arts Centre. A tripartite agreement was reached in 1986 between the Port Lincoln City Council, The Eyre Peninsula Community College of TAFE and the State Government of SA to establish and fund a joint-use facility. The Library relocated to its current site in 1987 and operated within the joint-use agreement until 2011.

Since 2015 the Port Lincoln Library has operated independently as a public library with the City of Port Lincoln paying a commercial lease to remain on the TAFE SA Port Lincoln campus. In 2015 the City of Port Lincoln entered into a Memorandum of Agreement with the Local Government Association of South Australia and Libraries Board to support the Port Lincoln Library joining the One Library Management System Service (One Card system). This has brought about great cost savings and efficiencies particularly in respect of the resultant shared operating system across the state. South Australia has demonstrated best practice in library service and the Port Lincoln Library is proud to be a part of the One Card network.

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[1] Southern Eyre Peninsula Public Health Plan
[2] Southern Eyre Peninsula Public Health Plan
[3] Tomorrow's Libraries: Future directions of the South Australian public library network p 6

2017-18 Snapshot Statistical Analysis

The Port Lincoln Library is innovative and constantly evolving in response to community needs, providing services and resources that meet the needs of individuals, the community and broader Eyre Peninsula region, demonstrated by the statistical information captured in this infographic.

Memberships and Affiliations

The Port Lincoln Library is a Council managed facility, with support from Public Library Services and Public Libraries of SA and is an integral part of libraries of South Australia One Card Network and the broader national network.

Business Details
Business Structure

The Port Lincoln Library is a council managed facility and operates utilising Council's ABN 80 776 127 243.

Domain Names

The Port Lincoln Library website is provided by Public Library Services www.onecard.network/portlincoln

Business Premises

The Port Lincoln Library is located on the TAFE SA Port Lincoln campus, as a commercial tenant of Department for Innovation and Science (DIS).

Facilities & Spaces

Library

The main library space holds the library's collections and is regularly utilised for Library events, book launches, community events and awareness raising displays.

History Room

The History rooms provide access to bound editions of the Port Lincoln Times, a computer with some Port Lincoln Times on digital file, microfilm of the West Coast Recorder and Port Lincoln Times.

A local history collection maintains resources relevant to Port Lincoln and the local southern Eyre region.
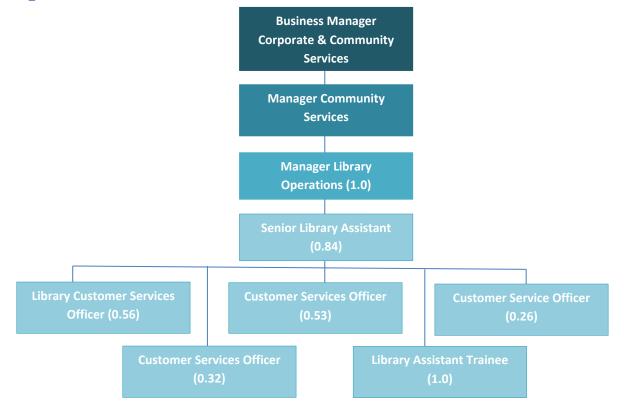
Community Room

Highly sought after meeting rooms for community groups and events.

Other Spaces

The Children's library provides well utilised space for informal use and story time sessions.

Management and Resourcing

Organisational Chart

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                    ┌─────────────────────────┐
                    │   Business Manager       │
                    │ Corporate & Community    │
                    │       Services           │
                    └─────────────────────────┘
                                │
                    ┌─────────────────────────┐
                    │   Manager Community      │
                    │       Services           │
                    └─────────────────────────┘
                                │
                    ┌─────────────────────────┐
                    │   Manager Library        │
                    │   Operations (1.0)       │
                    └─────────────────────────┘
                                │
                    ┌─────────────────────────┐
                    │ Senior Library Assistant │
                    │        (0.84)            │
                    └─────────────────────────┘
            ┌───────────────┬───────┴───────┬───────────────┐
  ┌──────────────────┐ ┌──────────────────┐ ┌──────────────────┐
  │ Library Customer │ │ Customer Services│ │ Customer Service │
  │ Services Officer │ │     Officer      │ │     Officer      │
  │     (0.56)       │ │     (0.53)       │ │     (0.26)       │
  └──────────────────┘ └──────────────────┘ └──────────────────┘
         ┌──────────────────┐     ┌──────────────────┐
         │ Customer Services│     │ Library Assistant│
         │     Officer      │     │     Trainee      │
         │     (0.32)       │     │      (1.0)       │
         └──────────────────┘     └──────────────────┘
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Details of Management

Responsibility for strategic direction for the Port Lincoln Library sits with the Manager Community Services inclusive of:

- Strategic direction of the Library
- Setting and monitoring the Library budget
- Providing strategic direction relative to programs and projects
- Ongoing review of the Library operations and financials for periodic reporting to Council

The Manager is supported by the Business Manager Corporate and Community Services.

The Manager Library Operations is responsible for ensuring continuity and enhancement of programs and offerings to the community and holds requisite qualifications relative to public library service provision. This role is responsible for:

- Management of the library service and providing leadership and support
- Collection development
- Engagement of staff
- Liaising with stakeholders
- Communicating with statewide PLS Network
- Enhancing relationships with the local community, and increasing community facility use
- Assistance with budget preparation and monitoring
- Coordinating all facility operational activities and requirements
- Ensuring compliance of all necessary council systems and procedures
- Volunteer management and placement

The Library Manager is supported by the Senior Library Assistant and Library staff in the day to day operational functions including but not limited to customer service, circulation of resources, engaging with community groups and individuals, hosting library visits, supporting digital literacy and computer access, providing relevant and timely information, collaborating with various agencies and services to support library users.

Training Programs

All newly engaged staff are required to undertake in-house City of Port Lincoln administration and WHS training as part of their induction to familiarise themselves with policies and procedures relevant to library operations and develop an understanding of the broader organisation. Library staff are provided opportunities to attend relevant training and professional development where appropriate to enhance skills and service provision. The Manager of Library operations participates in Public Libraries of SA meetings and other relevant professional development.

All future volunteers will undergo a volunteer induction, in accordance with Council's volunteer policy.

Operations

The aims of management are to:

- ensure ongoing viability of the facility though expanded use of centre facilities
- develop and strengthen local, regional and national networks
- support community wellbeing and social inclusion
- provide a platform for improved access to information

Operating Hours

The Port Lincoln Library operating hours are as follows:

Day	Opening Hours
Monday	9.00am – 5.00pm
Tuesday	9.00am – 5.00pm
Wednesday	9.00am – 5.00pm
Thursday	9.00am – 5.00pm
Friday	9.00am – 5.00pm
Saturday	Closed
Sunday*	1.00pm – 4.00pm* with some public holiday exceptions

Altered hours during festive season upon resolution by Council.

Communication Channels

- Telephone: 8621 2345
- Street Address: 2 London Street, PORT LINCOLN SA 5606
- Email: ptlincolnlibrary@plcc.sa.gov.au
- Website: www.portlincoln.sa.gov.au & www.onecard.network/portlincoln
- Social Media: Facebook & Instagram

Payment Types Accepted

Cash only and PayPal

Governance

Council policies and procedures form the basis of governance for the Port Lincoln Library with staff undertaking training in Council's policies, procedures and programs as required.

Collections within the Port Lincoln Library service are developed in response to local customer needs and managed in accordance with the rules of the State-wide One Card network, ensuring that collections remain up to date, relevant and attractive in response to customers' needs and requirements.

Library Performance

Financial and non-financial KPI's will be reported on a quarterly basis. The proposed budgets from Years 2 to 5 will form the basis on which future annual business plans and budgets for the Port Lincoln Library will be based.

Insurance

All insurance cover relating to the Port Lincoln Library staff, volunteers, patrons and events is managed as part of Council's overall insurance portfolio.

Risk Management

A Risk Management Plan for the Port Lincoln Library has been completed which incorporates:

- Emergency Evacuation
- Volunteer documentation
- WHS site inspections

Services

Overview

The following table provides an overview of services available at the Port Lincoln Library:

	Services
Community Members	• Provision of relevant and up to date collections (fiction, non-fiction, audio books, magazines, newspapers, CD's, DVD's, digital resources such as e-books & magazines) • Children's services including story time, the Little Bang Discovery Club, holiday activities, early literacy and cognitive development • Adult services including digital literacy development, author talks, library events, health and wellbeing, Council initiatives and programs • Awareness raising displays • Genealogy and local history services • E-Smart accredited library • Display space • Community rooms • Spaces for social gatherings
Organisations/Community Groups/Authors	• Provision of spaces for events • Coordination of events & event support • Community projects • Display Space • Spaces for school and community group visits • Platform for social health and wellbeing

The Future

PLCC STRATEGIC DIRECTIONS PLAN 2016 - 2026

The Port Lincoln Library operations align with the City of Port Lincoln's Strategic Directions Plan's Goals, Objectives, and Strategic Actions. There are a number of objectives and strategies identified in the City of Port Lincoln's *Strategic Directions Plan 2016 – 2026* which relate directly or indirectly to the Port Lincoln Library. These include:

GOAL 1: Economic Growth and Vitality

OBJECTIVES:

1.1 An outstanding regional centre for commercial, health, educational and community activities and services

Goal 2: Liveable and Active Communities

OBJECTIVES

2.1 Advanced community and individual health and wellbeing

2.2   A safe city and community

2.3   An inclusive, connected, diverse and resilient community

2.4   A place of opportunity where children and young people are encouraged to reach their potential, older people are valued and all people participate fully in the community

2.5   Recreation, open space and leisure facilities encouraging healthy lifestyles and responsive to changing community and regional needs and expectations

2.6   Arts and cultural facilities and activities providing opportunities to celebrate, engage and participate in creative and artistic endeavours

2.7   A thriving and culturally diverse city centre that reinforces the City's identity and local heritage values

2.8   An accessible and inclusive built environment

STRATEGIC ACTIONS:

- Provide a high quality and reliable library facility and service
- Provide, promote and facilitate a range of library based programs and events

Community Engagement

In early 2018, the Port Lincoln Library undertook a community survey to ascertain the needs of library users and our community and to determine additional projects and programs to increase library visitation and use. The overall purpose of the survey was to ascertain why people use the library, what they access, the relevancy of what is offered, suggestions as to additional offerings and barriers experienced that prevent people from accessing the library service.

Due to the nature of libraries and services provided, evaluation based questions of a qualitative nature were utilised within survey. A particular quantitative aspect was the data collected relative to whether survey respondents utilised library services and programs.

From the 125 responses and comments received, it is evident that the community values their Library as an essential service and asset. Library customers enjoy the One Card System and online services, the range of resources including downloadable books and audiobooks. Overall response to the standard of customer service was very positive.

A consistent theme reflected within survey responses was the need for improvement to toilet facilities and inclusion of baby change facilities which has subsequently been actioned in the 2017-18 financial year.

A snapshot of the survey feedback is summarised below and all survey responses are included in Appendix 2 to this plan:

- More inclusive access is required in general
- Challenges experienced in entry to the building
- Lack of adequate car parking adjacent the facility
- A more central location required
- Building dated and in need of refurbishment
- Lack of quiet study areas/reading spaces and versatile meeting spaces
- More comfortable chairs are required
- A café would be a welcome addition

The suggestion of a toy library received mixed responses, however it appears it would be considered an asset for young families and for those with grandchildren. There is also demand for more digital literacy programs.

A poignant comment in the community survey was received from a young driver: *"Before I could drive by myself, it was a bit of an issue to get there…"* which reflects accessibility issues in that not everyone can always get to the library.

Children's Library

Assets, Maintenance and Future Projects

Major Capital Items New / Due for Renewal (not included in Long Term Financial Plan):		Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Year 4 2021/22	Year 5 2022/23
		$	$		$	$
Capital Expenditure - Library Chairs and Lounge Suites*		10,000				
Microfilm reader (Renewal)			25,000			
Public furniture/Shelving replacement (Renewal)			15,000	15,000	5000	5000
Refurbishment of Return Bin (Renewal)			3,000			
Public PC's (Renewal)				15,000		
3D Printer (New)			5,000			
Booking system software (New)				5,000		
Additional Returns Bin (New)					15000	
TOTAL		**10,000**	**48,000**	**35,000**	**20,000**	**5,000**
*Included in Long Term Financial Plan						
Future Operational Proposals:						
Additional Educational Resources - Literacy Packs		0	3,000	3,000	3,000	3,000
Additional Educational Resources - Toy Library		0		20,000		
TOTAL		**0**	**3,000**	**23,000**	**3,000**	**3,000**

Responding to our Community's Needs

The action plan on the following page is aligned to the South Australian Public Library Network Plan's five strategies for success and also encompasses the needs of our community through the meaningful feedback obtained from our community survey.

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5 Year Action Plan

Goal	Actions	Measuring success	Resources and recommendations
Connected Community Place	Provide a vibrant and flexible space that is fit for purpose	Managing events that are well attended and responsive to our community's needs Community perceptions of the Library are positive Library staff are confident in service provision	Library staff receive appropriate training Facilitator, authors, presenters are engaging and proficient Furnishings are clean, comfortable and appropriate, maintained and upgraded regularly. Furnishings are dementia friendly and layout is reviewed. Ensure new furniture and equipment purchased maintains flexibility of library spaces
	Provide an inclusive service	Regular visits from a broad variety of demographics	Furnishings are clean, comfortable and appropriate, maintained and upgraded regularly. Furnishings are dementia friendly and layout is reviewed. Programs and projects appeal to a broad range of demographics
	Introduce educational resources with toy library	High circulation statistics, resources are borrowed heavily and supported by community	Toy library & Literacy Packs– Research recognises learning in the early years is essential in the development of cognitive brain development. The Library plays an important role in supporting families with literacy and learning. Introduction of toys will fill a void for access to educational resources and enhance the popular literacy packs in circulation. Introduction of educational resources are a result of regular enquiries from the public. Borrowing of resources through the Library will be an economic benefit to the population, provide support to families with young children and be environmentally sustainable practice.
	Outside returns bin (London St access bin refurbished) Outside returns bin (installed at Porter St ramp)	More accessible regular returns	In a bid to improve access for outside hours returns and to encourage returns of overdue items, the London St bin needs refurbishment (dirty and rusty) And a second bin be installed at Porter Street ramp entry

	Continue to extend the reach of library services into the community	Increased number of people participating in outreach programs	Expanded outreach program, partnering with community organisations Return bins installed in accessible locations (doctor surgeries, Community House)
Creative Content and Knowledge Centre	Digitise Port Lincoln Times Newspapers	Port Lincoln Times is uploaded to Trove for access Access to online local newspapers will benefit community heritage	Partner with State Library of SA and National Library to digitise and upload digital editions to TROVE Seek collaborative partnerships with community groups and History SA. The Library does not have access to years 1966-1972 in any format.
	Digitising of Local Historical documents	Number of items digitised	Partner with local historical groups to digitise relevant documents and images Purchase of appropriate equipment, hardware and software to enable digitisation process
Innovation and Digital Hubs	Digital inclusion – provide support in computer/device and online access	Well attended digital literacy sessions Addressing the digital divide across the community profile Outreach services and in-house visits by individuals and groups	Library staff are highly skilled and proficient in digital literacy programs (e.g. Tech Savvy Seniors, Be Connected, etc.) Seek partnerships with agencies and organisations Respond to request to provide Tech Savvy Seniors sessions at Matthew Flinders home Make digital literacy available and exposure to new technologies
	Ensure digital platforms are current and relevant to meet the needs of our community	Well utilised digital platforms	Investigation and purchase of relevant hardware and software to meet community needs and expectations
Partnering with Intent	Develop improved collaborative partnerships with community organisations, schools	Increased usage of library spaces	Partner with PLS for training opportunities in Port Lincoln as host venue for Eyre Peninsula Libraries. Promote early years literacy development

	and government agencies	Increased collaboration	Develop partnerships to support literacy needs across the lifespan and develop a lifelong love of reading.
	Provide welcoming and inclusive venue and event management for community events	Increased usage of library spaces	Ensuring facility is maintained and inviting, and providing a low cost option for the community Promoting library spaces and event support available
Delivering a Sustainable Future	Development of Marketing and communication strategy	Social value of Library is better realised through improved reach of communications Increased participation in Library programs	Library communications are provided through electronic newsletter and social media platforms
	Go Wi-Fi	Purchase of bank of tablets/laptops for loan (in-house only)	In a bid to reduce costs, access to Internet via tablets/laptops, removing requirement for networking and cables; Wi-Fi capability throughout library for computer access and printing. Connect with community – take off site for staff to provide digital literacy sessions.

APPENDIX 1: Financials 5 Year budget

Port Lincoln Community Library - OPERATING STATEMENT
FINANCIAL SUMMARY 2019-2023
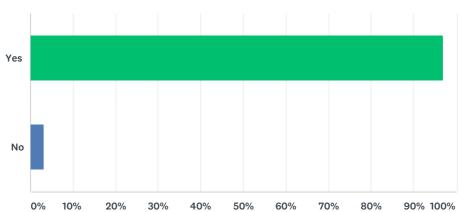
		Audited Actuals 2016/17	30.06.18 YTD	March 2018 Budget	Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Year 4 2021/22	Year 5 2022/23
		$	$	$	$	$	$	$	$
GL/Job #	**INCOME**								
1610201	Library PLSA Grant	47,520	42,892	42,892	43,000	43,000	43,000	43,000	43,000
1610231	Library Item Replacement - admin fee	23	23	100	200	200	200	200	200
1610241	Library Item Replacement	605	568	600	500	500	500	500	500
1610251	Library Book Sale Income	3,109	5,752	6,000	4,500	4,500	4,500	4,500	4,500
1610261	Library Other Income	8,053	6,838	7,105	8,000	8,000	8,000	8,000	8,000
1610271	Library Contributions Received DCLEP	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000
1610271	Library Funding Received - Department of State Development	0	32,990	32,990	0	0	0	0	0
1610291	Salary Subsidy & Incentive Payments- Library Trainee	0	11,167	11,167	9,667	0	0	0	0
1610311	*Library Debtors Income - Overdue Book Returns*	0	21,119	0	0	0	0	0	0
1610321	Library Events Income	3,586	485	350	3,000	3,000	3,000	3,000	3,000
1610341	Library Room & Equipment Hire	669	432	300	500	500	500	500	500
1610361	Library Grant Income- Good Things Foundation	0	1,500	1,500	0	0	0	0	0
	Total Operating Income	**68,588**	**128,766**	**108,004**	**74,367**	**64,700**	**64,700**	**64,700**	**64,700**
GL/Job #	**EXPENSES**								
16110	Salaries	265,269	267,525	284,008	262,415	262,415	262,415	262,415	262,415
16154	Library Trainee Salary & Super	0	32,286	31,515	39,030	0	0	0	0
16115	Leave Provisions - Library	96	758	9,124	0	0	0	0	0
1610130	Library - Superannuation	31,568	31,599	33,340	32,624	32,624	32,624	32,624	32,624
1610140	Library Furniture & Fittings Depreciation	17,841	32,597	18,298	17,366	17,366	17,366	17,366	17,366
1610170	Library Collection Depreciation	47,800	58,193	48,192	57,762	57,762	57,762	57,762	57,762
1610020	Library Building Maintenance	150	3,918	5,000	2,500	2,500	2,500	2,500	2,500
16147	Library Lease Expenditure Other	34,754	35,310	35,500	36,388	36,388	36,388	36,388	36,388
16148	Library Rental Payments	52,130	52,965	53,173	54,502	54,502	54,502	54,502	54,502
16149	Library improvements - Public Conv & access ramp	0	88,814	92,990	0	0	0	0	0
16120	Periodicals	4,109	4,581	4,000	4,000	4,000	4,000	4,000	4,000
16121	Printing & Stationery	7,485	7,868	7,000	7,000	7,000	7,000	7,000	7,000
16122	Postage	3,466	3,374	2,500	3,500	3,500	3,500	3,500	3,500
16125	Library Management Software Lic	2,788	2,788	3,116	3,200	3,200	3,200	3,200	3,200
16126	Cleaning	19,385	22,659	17,000	20,000	20,000	20,000	20,000	20,000
16127	Travel & Accomodation	1,463	2,986	3,000	2,000	2,000	2,000	2,000	2,000
16129	Insurance	686	686	720	720	720	720	720	720
16130	Maintenance & Office Equipment (Non Capital)	2,983	6,452	6,500	6,500	6,500	6,500	6,500	6,500
16152	Maintenance & IT Hardware/Software (Non Capital)	31,760	6,522	5,500	4,000	4,000	4,000	4,000	4,000
16132	Advertising	920	1,018	1,015	2,000	2,000	2,000	2,000	2,000
16133	Local History Project	421	372	513	100	100	100	100	100
16199	Other expenditure	5,816	5,359	5,075	2,000	2,000	2,000	2,000	2,000
16137	Kids Activities	5,907	5,588	5,583	5,500	5,500	5,500	5,500	5,500
16138	Library Executive Meetings	1,563	3,136	3,000	3,000	3,000	3,000	3,000	3,000
16139	Library Book Sale - Purchases from Proceeds	3,411	6,073	6,000	4,500	4,500	4,500	4,500	4,500
16140	Library Events	2,492	2,058	2,000	2,000	2,000	2,000	2,000	2,000
16143	Eyre Writers Sponsorship	250	250	250	250	250	250	250	250
16145	SMS Reminder Service	2,927	3,118	3,640	3,700	3,700	3,700	3,700	3,700
16146	Audio Read Site Licence	2,490	1,500	1,500	1,650	1,650	1,650	1,650	1,650
16150	One Library Management System (1LMS) Software	5,220	0	0	0	0	0	0	0
16155	Library Trainee- other expenses	0	4,761	5,000	700	700	700	700	700
	Total Operating Expenditure	**554,972**	**695,110**	**694,052**	**578,907**	**539,877**	**539,877**	**539,877**	**539,877**
	Library Net Operation Deficit / Surplus	**486,384**	**566,345**	**586,048**	**504,540**	**475,177**	**475,177**	**475,177**	**475,177**

Major Capital Items New / Due for Renewal (not included in Long Term Financial Plan):				Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	Year 4 2021/22	Year 5 2022/23
				$	$	$	$	$
Capital Expenditure - Library Chairs and Lounge Suites*				10,000				
Microfilm reader (Renewal)					25,000			
Public furniture/Shelving replacement (Renewal)					15,000	15,000	5000	5000
Refurbishment of Return Bin (Renewal)					3,000			
Public PC's (Renewal)						15,000		
3D Printer (New)					5,000			
Booking system software (New)						5,000		
Additional Returns Bin (New)							15000	
				10,000	**48,000**	**35,000**	**20,000**	**5,000**

*Included in Long Term Financial Plan

Future Operational Proposals:

Additional Educational Resources - Literacy Packs				0	3,000	3,000	3,000	3,000
Additional Educational Resources - Toy Library				0		20,000		
				0	**3,000**	**23,000**	**3,000**	**3,000**

12/09/2018

APPENDIX 2: Library Survey Collated Data

Port Lincoln Library Community Survey

Q1 Do you use the Library?

Answered: 125   Skipped: 0
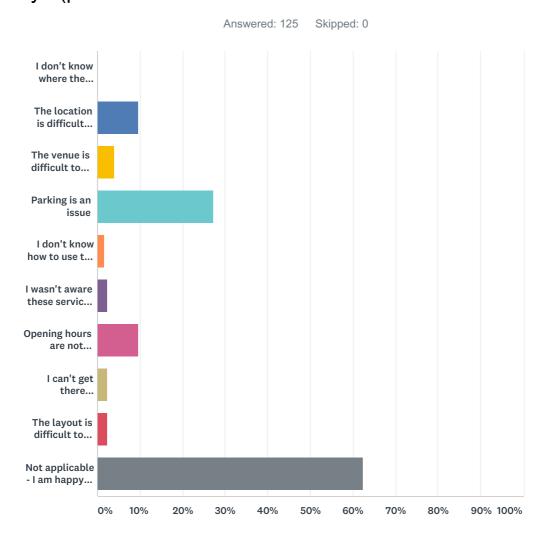
ANSWER CHOICES	RESPONSES	
Yes	96.80%	121
No	3.20%	4
TOTAL		125

#	PLEASE PROVIDE ANY COMMENTS REGARDING WHY YOU DO OR DON'T CHOOSE TO ACCESS THE PORT LINCOLN LIBRARY:	DATE
1	Fantastic to have free facility to borrow books, DVD's and Audio stories for our whole family. It's a great family outing where everyone is happy	3/23/2018 2:51 PM
2	Regular user, source of a variety of reading material for free.	3/21/2018 10:21 AM
3	School resources - computer, internet & book access for research. Quiet place to do homework.	3/21/2018 10:16 AM
4	2-4 times per month we enjoy the kids books, 3D printer, Magazines for adults, Online ordering system	3/21/2018 10:13 AM
5	It's fun, I borrow things	3/14/2018 4:07 PM
6	Love the library	3/14/2018 4:06 PM
7	Good place to bring kids, they play while I read the paper. Somewhere to take the kids if the weather isn't good for playing outside.	3/14/2018 3:53 PM
8	Access to DVD's I like reading but books are expensive	3/14/2018 3:43 PM
9	Girls so obliging at the desk.	3/14/2018 3:39 PM
10	I would use the library no matter where it was positioned. I am an avid reader and the staff have always been very pleasant and helpful.	3/14/2018 3:36 PM
11	In old age, have given up buying books but still read a good deal. Easy access to library & excellent service	3/14/2018 3:32 PM
12	At 82 years I find the large print books very useful	3/14/2018 2:31 PM
13	Every few days!	3/14/2018 1:51 PM
14	We use library 1-2 times a week and my daughter attends writers workshop held at the library.	3/14/2018 1:25 PM
15	Great service, friendly & helpful. Kid friendly. Love being able to order books in	3/14/2018 12:57 PM
16	It's great for family to connect together	3/14/2018 12:53 PM
17	Has a wide selection of books, papers, audio etc. Pleasant & helpful staff	3/14/2018 12:51 PM
18	Use library every week, sometimes multiple visits per week	3/9/2018 5:01 PM
19	I meet there with friends and with Eyre Writers.	3/9/2018 3:55 PM

20	the cost involved in having the internet at home and also having a computer that does the same as the library I find hard to compare with. I would also be happy to pay a joining fee for a year if I had to.	3/9/2018 3:10 PM
21	As I homeschooling my two kids	3/9/2018 12:20 AM
22	I like the space and the selection of books	3/8/2018 8:54 PM
23	Twice a month I borrow books Sometimes come in to read between appointments and use the computers	3/7/2018 5:24 PM
24	Mainly to access fiction, contemporary or classic, often through inter-library loans	3/7/2018 4:41 PM
25	I use the library because of friendly helpers and the easy access	3/7/2018 4:29 PM
26	Well stocked, staff helpful at all times and are polite and friendly	3/7/2018 4:07 PM
27	Nice people great service great place to chill	3/7/2018 4:01 PM
28	Only occasionally	3/7/2018 3:56 PM
29	Great collection	3/6/2018 1:44 PM
30	I regularly use the Port Lincoln Library and find the current service meets my need. The staff are always very friendly and so helpful and it makes visiting the Library a real pleasure. I have also used it for work purposes and community events and again the staff are helpful and very accommodating.	3/6/2018 11:52 AM
31	I use as a pickup location as i don't live in Port Lincoln but work there full time.	3/6/2018 11:37 AM
32	Library best. Eyre Writers meeting there fortnightly.	3/6/2018 10:59 AM
33	The libary has many good books and it is a nice place to go to for peace and quiet.	3/5/2018 8:01 AM
34	Convienient, well rescoursed, great staff.	3/5/2018 7:46 AM
35	I love my library. So did my mum. I think it's exciting when I receive sms that my books are ready to pick up. I love reserving them on-line.	3/4/2018 4:03 PM
36	Great variety of resources. Helpful and friendly staff	3/4/2018 2:24 PM
37	I use the library to keep up with my childrens' prolific reading pace. New book each week.	3/4/2018 9:47 AM
38	It is convenient. Staff totally helpful - getting books sent in to this branch and via e-books. Anything I don't understand, they explain clearly	3/2/2018 5:00 PM
39	Close to work Fantastic knowledgeable staff Great services provided	3/2/2018 4:49 PM
40	It's a great tool for recreation and work.	3/2/2018 4:44 PM
41	Shirley Wiseman, Shirley Schubert, Glenys Green, Joy Phillips, Joan Reidy - We utilize the library every week and staff are always courteous and we have had many years of cooperation from the girls and pleased some of our rates are going to the community.	3/2/2018 4:29 PM
42	The manager and opening hours are not convenient	3/2/2018 3:38 PM
43	A valued and vital service that contributes greatly to our community and our family.	3/2/2018 3:17 PM
44	Use it frequently. Scanning, copying, emailing, computers, digital books, books, sales :-), magazines, Newspapers, Interlibrary loans, author visits & talks, Wifi access, DVD's, Childrens resources for grandchildren - books, craft sessions, videos, music (for grandkids). Very helpful staff	3/2/2018 3:10 PM
45	I use it regularly. I Love it! I access local newspapers, Advertiser, Stock Journal and Australian author books	3/2/2018 2:46 PM
46	Kids books and activities adult fiction	3/1/2018 2:34 PM
47	Don't use it much, too difficult to park, opening hours don't suit, especially not opening till 10 a.m. Being elderly I shop early so library hours don't suit me. If it was easily accessible I would love to use it more but just can't be bothered much now. Too many changes, feel a bit lost in there nowadays.	2/28/2018 2:56 PM
48	I use the library to access a wide range of books including non fiction books such as autobiographies and children/teen fiction books. The public library has a better range then my school library especially with the one card system.	2/23/2018 7:48 PM
49	Access everything on line nowadays	2/23/2018 6:01 PM
50	Kids books magazines dvds newspapers toilet	2/23/2018 12:48 PM

51	I make extensive use of the online services. I like the way I can put books on hold online and receive books from all over the state if books are not available in PL Library. I like that I can keep track of due dates etc on my borrowings.	2/23/2018 12:46 PM
52	Educate myself, read news, Audio CD / DVD leisure.	2/23/2018 10:11 AM
53	Love it and the company / exposure to other people.	2/23/2018 9:42 AM
54	Very friendly staff and welcoming to children	2/20/2018 7:09 PM
55	very occasionaly	2/20/2018 12:04 PM
56	Lovely staff and excellent range of books, CDs and DVDs	2/15/2018 8:57 PM
57	I love to read and couldn't afford to buy everything I want.	2/15/2018 10:41 AM

Q2 What barriers, if any, impact you accessing the Port Lincoln Library? (please include further comment in comments box below)

Answered: 125   Skipped: 0
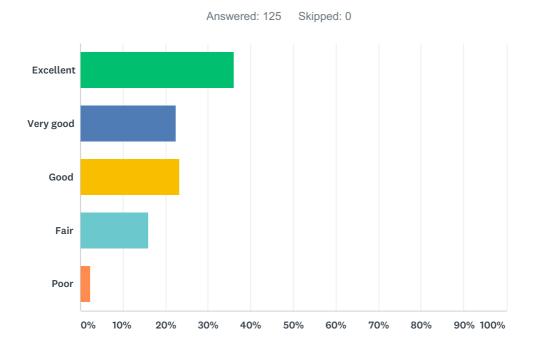
ANSWER CHOICES	RESPONSES	
I don't know where the Library is	0.00%	0
The location is difficult to access	9.60%	12
The venue is difficult to access	4.00%	5
Parking is an issue	27.20%	34
I don't know how to use the Library services	1.60%	2
I wasn't aware these services were available	2.40%	3
Opening hours are not convenient	9.60%	12
I can't get there independently	2.40%	3
The layout is difficult to navigate	2.40%	3
Not applicable - I am happy with current access	62.40%	78
Total Respondents: 125		

#	OTHER (PLEASE SPECIFY)	DATE
1	Opening at 10am is a bit late considering usual business hours are 9am onwards. Also being closed on Saturday is frustrating sometimes.	3/23/2018 2:51 PM

4 / 33

2	Generally satisfied but sometimes I need to park further away, a problem as I find walking any distance difficult.	3/21/2018 10:21 AM
3	Parking is an issue at times	3/14/2018 4:06 PM
4	No baby change facility	3/14/2018 3:53 PM
5	Where or how doesn't matter!!!	3/14/2018 3:39 PM
6	I love the library so am totally biased	3/14/2018 3:36 PM
7	As a handicapped person I am pleased to find car parking spaces available	3/14/2018 2:31 PM
8	The library is located on a very busy corner and parking on busy days can be tricky to safely get children across the roads.	3/14/2018 1:25 PM
9	Handicapped parking is very helpful. Books on low shelves are hard for the older people to see or reach - large print books particularly	3/14/2018 1:02 PM
10	Not a barrier but a baby change area would be useful	3/14/2018 12:57 PM
11	Parking can sometimes be a little tricky	3/7/2018 4:29 PM
12	The library facilities are quite old and a little outdated	3/7/2018 4:22 PM
13	not a lot of park out front.	3/6/2018 4:25 PM
14	Not baby friendly no nappy change table or disabled toilets and no nappy change table next door at TAFESA	3/6/2018 1:44 PM
15	At this time parking is not an issue for me as I can park quite a distance and walk. I realise that some people may have mobility problems - hence needing more parking availability close by.	3/2/2018 5:00 PM
16	The change to opening later on a single weekday evening is appreciated.	3/2/2018 3:17 PM
17	difficult to get 2 small children in safely needs a baby change area	3/1/2018 2:34 PM
18	The library could be open during the evening on week days, or at least during the evening on one week day. Also, Saturday opening would be helpful.	2/23/2018 1:28 PM
19	Could do with more car parking.	2/23/2018 9:42 AM
20	difficult for my children to get there after school, library should be closer to the schools, somewhere in the centre of the shopping district. Saturday opening would be good	2/22/2018 11:36 AM

Q3 How would you rate the current venue/location?

Answered: 125   Skipped: 0
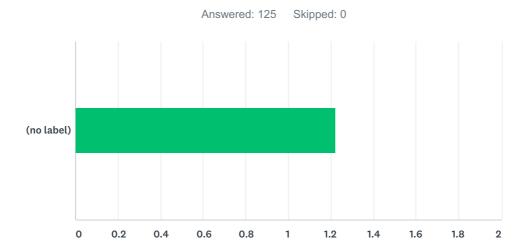
ANSWER CHOICES	RESPONSES	
Excellent	36.00%	45
Very good	22.40%	28
Good	23.20%	29
Fair	16.00%	20
Poor	2.40%	3
TOTAL		125

#	ANY COMMENTS?	DATE
1	Needs to be closer to town	3/21/2018 10:19 AM
2	Needs to be at a location suitable for all. Not necessary central in middle of town. Plenty of parking - not traffic areas i.e. schools, grain trucks	3/21/2018 10:05 AM
3	Perfect central location	3/14/2018 4:33 PM
4	Door from front of library is at a flat area and easily accessed by older people. The other door can be accessed by a ramp for prams or wheelchairs and there are also steps	3/14/2018 4:06 PM
5	It's a long way to go without a car.	3/14/2018 1:29 PM
6	It would be better in a central location eg Civic Centre on Tasman Terrace.	3/9/2018 3:55 PM
7	Away from city centre, but only just	3/7/2018 4:41 PM
8	The roads leading to Library are well sign posted.	3/7/2018 4:29 PM
9	Our library could use an update it's very drab and is in need of a bit of a refresh or make over. This would make it more inviting for new visitors and regular attendants.	3/7/2018 4:22 PM
10	It can be confusing with TAFE next door.	3/6/2018 4:25 PM
11	It is close to the town and where other people live.	3/5/2018 8:01 AM
12	Maybe a more central location is needed but understand teh needs of TAFE students also.	3/5/2018 7:46 AM
13	I would like to see a bigger venue , more room to move. When the library is busy, it can get quite crowded and then very noisy. Which then brings up the parking problem. More parking is needed	3/4/2018 6:35 PM
14	Somewhere with more parking would be great.	3/4/2018 4:03 PM

15	Central Close to TAFE On a main road	3/2/2018 4:49 PM
16	You have to approach from London Street	3/2/2018 4:44 PM
17	I live on the other side of town - so it's a personal restriction. It would be nice to be more central to other shops or the foreshore so I could walk to multiple places.	3/2/2018 4:26 PM
18	Far removed from the visitor information centre and CBD.	3/2/2018 3:17 PM
19	Parking is available for access	3/2/2018 3:10 PM
20	Before I could drive by myself, it was a bit of an issue to get there as the rest of my family rarely uses the public library.	2/23/2018 7:48 PM
21	It is handy to the TAFE for those that need it. It is not too far away and there is plenty of available parking close by.	2/23/2018 12:46 PM
22	It is along a sometimes busy road train road which could present a safety issue. Parking opportunity seems fine but one has to back in on the road again, or cross a busy road. A more central location could be better but likely causes a parking dilemma.	2/23/2018 10:11 AM
23	Would love the library to be open for example one night a week till 7 pm ie On a Wednesday open at 11 am and close 7 pm.	2/23/2018 9:42 AM
24	Venue is dated and sometimes heating/cooling is terrible toilets are below average sometimes too noisy to study not enough computers	2/22/2018 1:46 PM
25	needs quiet study areas, change room for families, better access, more parking. possibly an enclosed outdoor area	2/22/2018 11:36 AM
26	Closer to CBD would be nicer (for walking with kids)	2/15/2018 1:52 PM

Q4 How would you rate the quality of the customer service?

Answered: 125   Skipped: 0
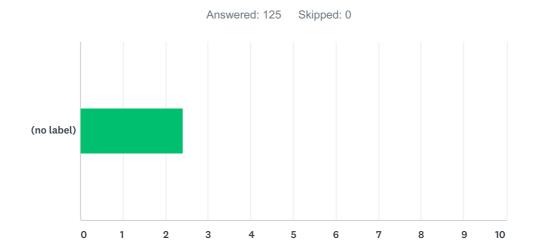
	EXCELLENT	GOOD	NEUTRAL	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
(no label)	83.20% 104	13.60% 17	2.40% 3	0.00% 0	0.80% 1	125	1.22

#	ANY COMMENTS?	DATE
1	Very knowledgeable and friendly	3/21/2018 10:27 AM
2	Really friendly	3/21/2018 10:19 AM
3	Very friendly and helpful	3/21/2018 10:13 AM
4	Very helpful and pleasant staff	3/15/2018 7:49 AM
5	Extremely helpful	3/14/2018 4:33 PM
6	Service is fantastic	3/14/2018 4:14 PM
7	Staff go out of their way to assist patrons. They are always friendly and there is a "feel of community" about the library. Events such as book launches, displays of art & other activities draw the community together and contribute to the overall wellbeing of the community.	3/14/2018 4:06 PM
8	Helpful, friendly staff	3/14/2018 3:53 PM
9	Fantastic staff - helpful, smiling	3/14/2018 3:43 PM
10	Staff are very helpful	3/14/2018 3:29 PM
11	Library staff are, without exception, so helpful and interested in what I need from the library	3/14/2018 2:31 PM
12	The staff are always so helpful, so friendly, and kind. It is so nice to visit every time!!	3/14/2018 1:51 PM
13	The staff are always friendly and willing to help you with whatever enquiries you have.	3/14/2018 1:29 PM
14	Pleasant and helpful. They are a wonderful crew.	3/14/2018 1:02 PM
15	I always find the staff friendly and very helpful	3/12/2018 11:08 AM
16	Staff are always friendly, cheerful and helpful	3/9/2018 5:01 PM
17	Manager and staff are always very helpful.	3/9/2018 3:55 PM
18	the staff at the library are brilliant. so friendly and helpful	3/8/2018 2:01 PM
19	Brilliant, helpful staff	3/7/2018 5:29 PM
20	Staff couldn't be more helpful	3/7/2018 5:26 PM
21	Lovely ladies, very helpful	3/7/2018 5:24 PM
22	Staff take a personal interest in me as well as my reading requirements	3/7/2018 4:41 PM
23	Very friendly and for me very helpful	3/7/2018 4:29 PM
24	It is an absolute pleasure to visit the library - the staff are so friendly and helpful.	3/7/2018 11:27 AM
25	Very helpful and engaging team. A credit to Council.	3/6/2018 12:48 PM

26	The staff are always helpful and friendly and are willing to help with any enquiries. They should be congratulated for providing such a wonderful community service.	3/6/2018 11:52 AM
27	Best librarian ever.	3/6/2018 10:59 AM
28	AAA+ I think customer service is above standard, and I've been to a lot of libraries.	3/4/2018 4:03 PM
29	I've never been fobbed off regardless of my request	3/2/2018 5:00 PM
30	All the staff are always friendly, helpful and nothing is too much trouble! So blessed to see such a wonderful team - thankyou :-)	3/2/2018 4:53 PM
31	Staff always friendly and happy to assist	3/2/2018 4:51 PM
32	Always welcomed Support always there when needed friendly knowledgeable staff	3/2/2018 4:49 PM
33	The staff are helpful at the desk when machines are unavailable.	3/2/2018 4:44 PM
34	All the girls on the staff are excellent to all the customers. Very helpful in book selection to our book club, wonderful with the children. All in all great service. Well done Girls.	3/2/2018 4:40 PM
35	All staff are very helpful & welcoming to children especially.	3/2/2018 4:26 PM
36	Fantastic staff that can not be faulted because they are all truly exceptional and we are so blessed to have them, Thank you.	3/2/2018 3:17 PM
37	Very welcoming. Helpful if questions i.e. computers, technology etc. I am a regular but also I love seeing the welcome that visitors from away get. *Excellent!	3/2/2018 3:10 PM
38	Not keen on self-service - In particular returning and being asked to put books in particular basket	3/2/2018 2:41 PM
39	Very assistive and approachable staff.	3/2/2018 10:01 AM
40	The staff are good at noticing clients that need help even if the clients haven't asked for help. They are knowledgable in all the areas of the library.	2/23/2018 7:48 PM
41	Staff always smiling and helpful.	2/23/2018 12:46 PM
42	If any issue, it is resolved friendly, effectively, and near immediately.	2/23/2018 10:11 AM
43	Sometimes have to wait a while to scan books because children/toddlers are scanning and take for ever! I think adults only should do the scanning - its not a toy!	2/23/2018 9:42 AM
44	All the ladies are lovely and very helpful and friendly. They make me feel very welcomed and special.	2/15/2018 8:57 PM
45	I find all staff are friendly and helpful. Nothing is too much trouble. I have often observed the staff assisting children, the elderly and people with disabilities. They always treat people with dignity and respect.	2/15/2018 10:41 AM
46	Love the consistent high quality service from staff	2/14/2018 2:34 PM

Q5 If a toy library was available, how likely would you be to use this service?

Answered: 125   Skipped: 0
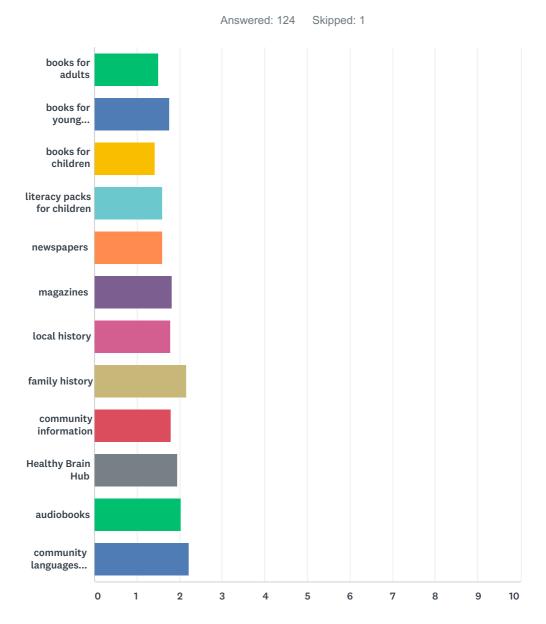
	EXTREMELY LIKELY	LIKELY	UNLIKELY	TOTAL	WEIGHTED AVERAGE
(no label)	20.80% 26	17.60% 22	61.60% 77	125	2.41

#	ANY COMMENTS?	DATE
1	I've heard many parents over the last 8 years say "I wish Port Lincoln had a toy library" And I'd reply " I know, I used to live in Darwin and used the toy library there 1 to 2 times per month every month since my eldest child was born".	3/23/2018 2:51 PM
2	Not applicable to my age group	3/21/2018 10:27 AM
3	Personally not applicable but would be good for grand children	3/21/2018 10:25 AM
4	We need a toy library!	3/21/2018 10:19 AM
5	Kids older now. I like the idea - at Gover St playground in North Adelaide you can bring a book to swap it.. Would be good to do with toys - be able to swap a toy	3/21/2018 10:13 AM
6	I dont have any children living here	3/15/2018 7:49 AM
7	Do not have kids	3/14/2018 4:33 PM
8	I am a senior and my grandchildren borrow from the library and take part in activities themselves. I did borrow from the toy library when I had small children and I do support the concept.	3/14/2018 4:06 PM
9	No Children	3/14/2018 3:29 PM
10	Have no children around	3/14/2018 2:31 PM
11	Don't have kids.	3/14/2018 1:29 PM
12	My children are older but would have considered using a toy library if they were younger.	3/14/2018 1:25 PM
13	Too old and no children near	3/14/2018 1:02 PM
14	As a grandparent I would utilise this service	3/12/2018 11:08 AM
15	Not in my age range	3/9/2018 5:01 PM
16	at this stage I have grown up grandchildren but if at any stage I have great grandchildren I would definitely use the toy library and visit here often with them.	3/9/2018 3:10 PM
17	Only toys easily cleaned	3/7/2018 5:29 PM
18	It would be great for little ones but may make a lot of noise	3/7/2018 4:29 PM
19	Adult	3/7/2018 4:17 PM
20	Not required by me	3/7/2018 4:07 PM
21	Because my children have grown up	3/7/2018 4:04 PM

22	Great idea	3/7/2018 4:01 PM
23	Not applicable	3/7/2018 11:27 AM
24	What is a 'toy library'?	3/6/2018 4:25 PM
25	My children are too old to use a toy library but when were younger I did access a toy library.	3/6/2018 11:52 AM
26	No young children	3/6/2018 11:37 AM
27	Grandparent of school age children	3/6/2018 10:59 AM
28	Miss having the toy library! This was a great asset to all children who were able to access the different toys/educational activities available. Would most definitely use it there was one available.	3/5/2018 10:03 AM
29	No kids	3/2/2018 5:00 PM
30	No children of my own but see a definite need for our youngest citizens. Brings families together Offers support	3/2/2018 4:49 PM
31	My son would love this & I would utilise it as it keeps clutter away from home & reduces costs for parents - kids outgrow & get bored of toys easily.	3/2/2018 4:26 PM
32	Children are past the appropriate ages.	3/2/2018 3:17 PM
33	*Lots of families with young children access the library*	3/2/2018 3:10 PM
34	I don't really look after many children so I wouldn't have a use for the toy library at this stage of my life.	2/23/2018 7:48 PM
35	Only as I don't have children Great idea	2/23/2018 7:15 PM
36	My son is getting older and probably wouldn't use it much longer	2/23/2018 12:48 PM
37	I am too old for the toys you might offer. (and even my grandchildren now) [Unless you are meaning big boys toys like fast cars, boats etc]	2/23/2018 12:46 PM
38	No kids apply.	2/23/2018 10:11 AM
39	people would donate toys to help start the toy collection	2/22/2018 11:36 AM
40	This would be a very welcome addition	2/20/2018 7:09 PM
41	I would use it weekly	2/15/2018 1:52 PM
42	I have no small children.	2/15/2018 10:41 AM
43	I currently don't need to access a toy library but I know when my children were little, I was fortunate to be able to use the former Port Lincoln toy library. It was an excellent resource and I know many people with young children who may love it.	2/14/2018 2:34 PM

Q6 Which of the following resources do you currently use (multiple answers allowed). How would you rate these items i.e. do they meet your needs?

Answered: 124   Skipped: 1
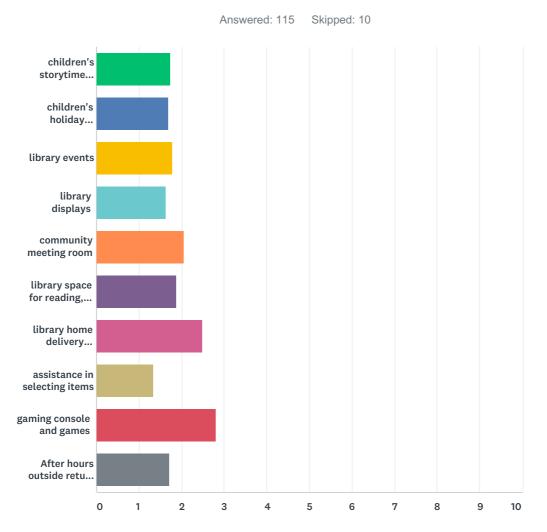
	EXCELLENT	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
books for adults	53.98% 61	41.59% 47	3.54% 4	0.88% 1	113	1.51
books for young adults/teens	43.75% 21	43.75% 21	6.25% 3	6.25% 3	48	1.75
books for children	63.77% 44	30.43% 21	4.35% 3	1.45% 1	69	1.43
literacy packs for children	56.25% 27	29.17% 14	12.50% 6	2.08% 1	48	1.60
newspapers	51.35% 38	41.89% 31	2.70% 2	4.05% 3	74	1.59
magazines	41.89% 31	39.19% 29	14.86% 11	4.05% 3	74	1.81

local history	43.55% 27	38.71% 24	14.52% 9	3.23% 2	62	1.77
family history	20.00% 8	50.00% 20	25.00% 10	5.00% 2	40	2.15
community information	40.00% 28	44.29% 31	12.86% 9	2.86% 2	70	1.79
Healthy Brain Hub	33.33% 13	43.59% 17	17.95% 7	5.13% 2	39	1.95
audiobooks	30.61% 15	42.86% 21	20.41% 10	6.12% 3	49	2.02
community languages (languages other than english)	14.29% 4	57.14% 16	21.43% 6	7.14% 2	28	2.21

#	OTHER (PLEASE SPECIFY) E.G. MORE AUSTRALIAN AUTHORS, MORE LARGE PRINT, ETC.	DATE
1	Audiobooks look a bit old	3/21/2018 10:13 AM
2	More books in general available on the shelves.	3/21/2018 10:07 AM
3	No issues because I can order in what I need	3/14/2018 4:33 PM
4	Don't really use the other services	3/14/2018 4:14 PM
5	I have ticked for stock currently in the library but the one card system is overall excellent as I can order in books from other libraries which I do regularly. Audio books unfortunately are much in demand and much used so my overall experience with them has been fair only as they often skip and some discs just stop. I always point this out to the librarians who clean and repair but a lot of folk don't - hence the problem.	3/14/2018 4:06 PM
6	I use the e-mags system	3/14/2018 3:45 PM
7	DVD's - excellent range thanks to SA wide access	3/14/2018 3:43 PM
8	The girls get me any book I ask for	3/14/2018 3:39 PM
9	Perhaps more Australian authors and more well known good authors both Australian and nationally (e.g. Authors well reviewed and recommended)	3/14/2018 3:32 PM
10	I like displays such as camera club pictures and children's art	3/14/2018 2:31 PM
11	More local authors; more ebooks.	3/14/2018 1:29 PM
12	Do use the magazines on-line platform Could be more digital access to family history data bases etc Could be a more structured process to ensure retention of/or acquisition of books relating to Pt Lincoln and EP history.	3/9/2018 5:01 PM
13	any if needed at odd times for family members, friends or people I care for if they want a special type	3/9/2018 3:10 PM
14	More current books - less audio	3/7/2018 5:30 PM
15	More children's audiobooks please (e.g. Blytons and classics)	3/7/2018 5:14 PM
16	I like the large print	3/7/2018 4:29 PM
17	More variety of magazines e.g. Popular mechanics, science	3/7/2018 4:17 PM
18	DVDs readily available	3/7/2018 11:27 AM
19	I like that I can order books and can access ebooks	3/6/2018 11:52 AM
20	More Australian authors.	3/6/2018 10:59 AM
21	More recent publications of books are needed. I feel as though the books on offer are old and much read. Also I would like to see more magazines on offer.	3/4/2018 6:35 PM
22	Magazines - lost all the ones I liked e.g. readers digest Able to access what you need from other libraries	3/2/2018 4:49 PM
23	More alternative health, holistic care, mindfulness books and resources.	3/2/2018 4:26 PM
24	Good resources. The items I left blank are resources that I haven't accessed.	3/2/2018 3:10 PM
25	I do not use the library - as it stands it is a waste of community money	3/2/2018 12:42 PM
26	Have had trouble accessing zinio love being able to access books from other libraries	3/1/2018 2:34 PM

27	I find it changed around each time I go, doesn't seem to have the range of autobiographies, true stories that I like.	2/28/2018 2:56 PM
28	Borrow DVDs. Use of desktop PC to access internet and email service, and to create and print off Word documents. Use of photocopier.	2/23/2018 1:28 PM
29	More adult non-fiction, touching on current topics from various sources. For example any up to date, and known proven data, reported by various countries, available with info regarding the entire Nuclear Cycle, Hydrogen power etc..	2/23/2018 10:11 AM
30	More audiobooks for younger children (toddlers)	2/15/2018 1:52 PM
31	I would enjoy a larger selection of audio books.	2/15/2018 10:41 AM

Q7 Which of the following services do you currently use? (multiple answers allowed). How would you rate these services?

Answered: 115   Skipped: 10
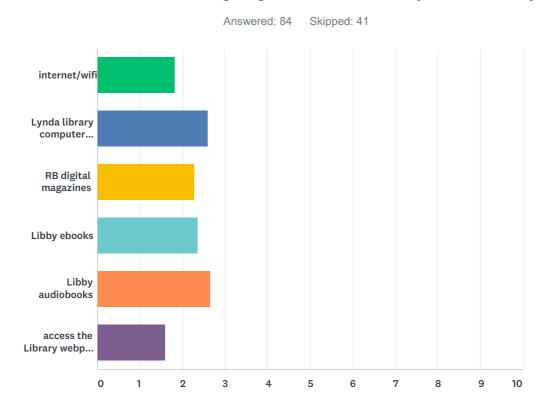
	EXCELLENT	GOOD	NEUTRAL	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
children's storytime sessions	54.05% 20	24.32% 9	18.92% 7	0.00% 0	2.70% 1	37	1.73
children's holiday programs	46.51% 20	41.86% 18	9.30% 4	0.00% 0	2.33% 1	43	1.70
library events	44.00% 22	38.00% 19	16.00% 8	0.00% 0	2.00% 1	50	1.78
library displays	50.63% 40	37.97% 30	10.13% 8	0.00% 0	1.27% 1	79	1.63
community meeting room	40.00% 14	22.86% 8	31.43% 11	2.86% 1	2.86% 1	35	2.06
library space for reading, activities, socialising	46.67% 35	36.00% 27	2.67% 2	10.67% 8	4.00% 3	75	1.89
library home delivery service	16.67% 3	27.78% 5	50.00% 9	0.00% 0	5.56% 1	18	2.50
assistance in selecting items	74.63% 50	19.40% 13	4.48% 3	0.00% 0	1.49% 1	67	1.34
gaming console and games	10.00% 2	30.00% 6	45.00% 9	0.00% 0	15.00% 3	20	2.80

After hours outside returns bin	53.33% 40	30.67% 23	10.67% 8	2.67% 2	2.67% 2	75	1.71

#	OTHER (PLEASE SPECIFY)	DATE
1	I wasn't aware of library home delivery service	3/21/2018 10:21 AM
2	The teen area is really uninviting	3/21/2018 10:19 AM
3	Nil	3/14/2018 4:33 PM
4	Although I do not use the library home delivery service, I see this service as very important to ensure sections of the community are not completely isolated from knowledge/entertainment/human contact	3/9/2018 5:01 PM
5	More holiday programs please e.g. Story writing for older children Returns bin shut over public holiday weekend - frustrating!	3/7/2018 5:29 PM
6	I think it is wonderful that a home delivery service is provided for those people who cannot access the library due to illness or frailty. The community rooms have been very useful for work purposes and staff are always very helpful	3/6/2018 11:52 AM
7	Great place for families to come in holidays Play board games Knitting group Card group	3/2/2018 4:49 PM
8	I only use the outside returns bin when I absolutely have to.	3/2/2018 3:10 PM
9	A socialising, or reading/study area could be more secluded. The current layout seems open, if one would be loud, all can 'enjoy'.	2/23/2018 10:11 AM
10	Often locked on weekends etc. Have had this happen at least 4 times!	2/23/2018 9:42 AM
11	Use library for study	2/22/2018 1:46 PM
12	School holiday activities could be further separated by age, toddlers get crushed by school age kids	2/15/2018 1:52 PM
13	Would be nice to have one somewhere else in town	2/15/2018 1:34 PM

Q8 Which of the following digital services do you currently use?

Answered: 84   Skipped: 41
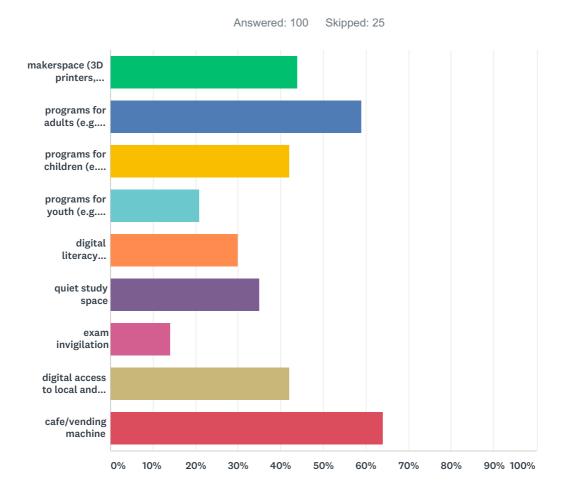
	EXCELLENT	GOOD	NEUTRAL	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
internet/wifi	45.83% 22	35.42% 17	12.50% 6	4.17% 2	2.08% 1	48	1.81
Lynda library computer training courses	10.00% 2	30.00% 6	55.00% 11	0.00% 0	5.00% 1	20	2.60
RB digital magazines	33.33% 8	20.83% 5	37.50% 9	0.00% 0	8.33% 2	24	2.29
Libby ebooks	25.00% 7	35.71% 10	28.57% 8	0.00% 0	10.71% 3	28	2.36
Libby audiobooks	17.65% 3	23.53% 4	47.06% 8	0.00% 0	11.76% 2	17	2.65
access the Library webpage (https://onecard.network/client/en_AU/portlincoln/)	62.50% 40	26.56% 17	4.69% 3	3.13% 2	3.13% 2	64	1.58

#	OTHER (PLEASE SPECIFY)	DATE
1	Frequently use computer for finding information - Port Lincoln times.	3/21/2018 10:25 AM
2	Only use online to order books - this is great :-)	3/21/2018 10:13 AM
3	Ordering online - excellent service	3/21/2018 10:05 AM
4	Webpage very user friendly	3/14/2018 4:33 PM
5	The One Card system is excellent	3/14/2018 4:06 PM
6	Booking books online is very useful	3/14/2018 3:53 PM
7	None of the above	3/14/2018 3:36 PM
8	We hope to use eBooks in the future	3/14/2018 2:31 PM
9	Do make extensive use of the onecard network but would not like this use a catalyst to reduce items in the local library	3/9/2018 5:01 PM
10	NIL	3/7/2018 5:26 PM

11	printing	3/7/2018 5:24 PM
12	NA	3/7/2018 4:41 PM
13	Do not use the modern equipment	3/7/2018 4:29 PM
14	Don't use digital services	3/7/2018 4:07 PM
15	n/a	3/7/2018 11:27 AM
16	Don't know what these are.... but will be checking...	3/6/2018 12:48 PM
17	None	3/4/2018 4:11 PM
18	Overdrive is so much better than Libby (sorry Libby)	3/2/2018 3:17 PM
19	Scanning - especially to email documents & copying. Staff are very helpful.	3/2/2018 2:46 PM
20	Wifi is slow	2/26/2018 6:31 PM
21	Search DVDs from libraries statewide and order them in.	2/23/2018 1:28 PM
22	Make extensive use of the facility to put books on hold.	2/23/2018 12:46 PM
23	My mother in law accesses the free delivery and return service. It is a wonderful part of her	2/14/2018 8:37 PM
24	I love being able to access the one card network from home and also use Libby which is an excellent app.	2/14/2018 2:34 PM
25	one card could be simplified	2/14/2018 1:59 PM

Q9 Would you consider accessing these services if they were made available?

Answered: 100   Skipped: 25
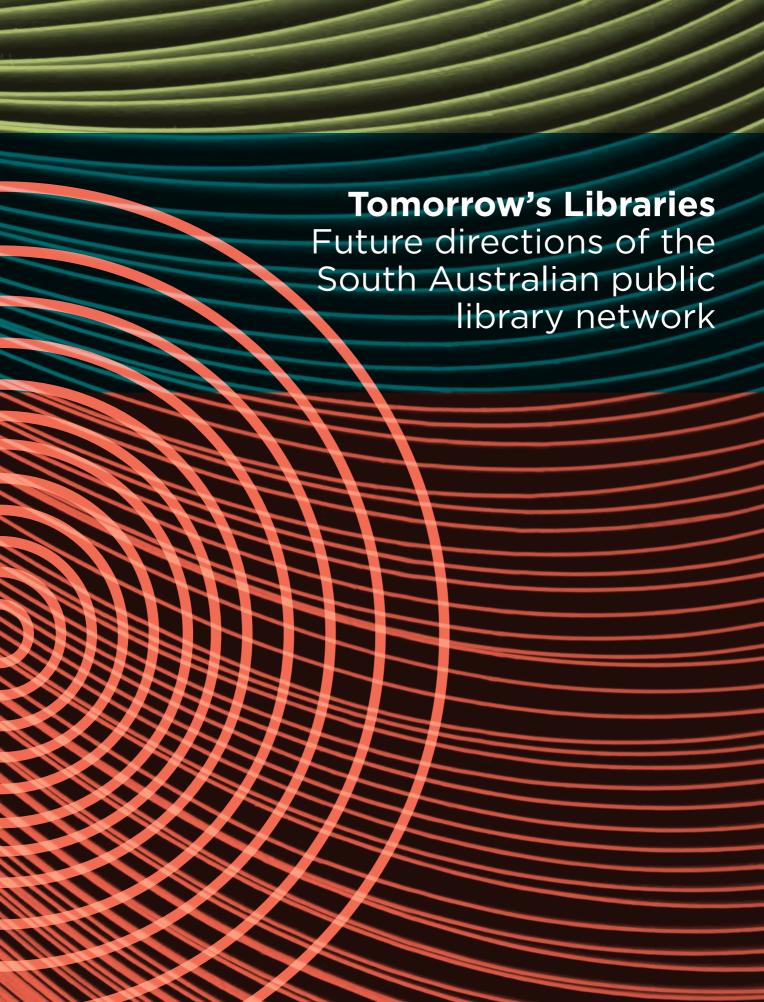
ANSWER CHOICES	RESPONSES	
makerspace (3D printers, audiovisual editing tools, area for traditional craft for all ages and interests)	44.00%	44
programs for adults (e.g. Library book group, genealogy sessions, regular guest speakers, how to sessions)	59.00%	59
programs for children (e.g. after school homework help, after school craft sessions)	42.00%	42
programs for youth (e.g. gaming events, book group for young adults)	21.00%	21
digital literacy programs e.g. computer/ipad/tablet/other device support/one:one or small classes	30.00%	30
quiet study space	35.00%	35
exam invigilation	14.00%	14
digital access to local and family history resources i.e. online database of historical local events/identities/places	42.00%	42
cafe/vending machine	64.00%	64
Total Respondents: 100		

#	OTHER (PLEASE SPECIFY)	DATE
1	Space needs to be comfier and better for families to spend more time in	3/21/2018 10:19 AM
2	If something sparked my interest with programs for adults I would consider attending	3/14/2018 4:33 PM
3	I like to collect books and retire to a comfortable chair to choose if I have time. I know space is limited but if it were available a semi-circle of tub chairs would be nice	3/14/2018 4:06 PM
4	Our time in the library is limited. We live out of town and can only visit Port Lincoln on one day a week	3/14/2018 2:31 PM
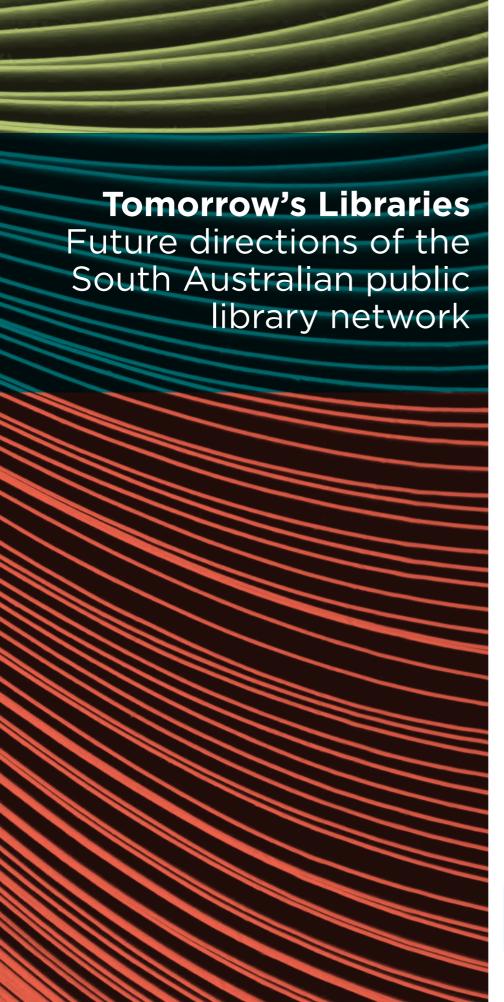
5	I would love to come and write at a cafe space! More NaNoWriMo events would be nice, too.	3/14/2018 1:29 PM
6	No	3/7/2018 4:41 PM
7	A room that displays local history via TV screen A community room	3/7/2018 4:17 PM
8	I would love a non-fiction book club	3/7/2018 4:04 PM
9	Café awesome definitely attract more members	3/6/2018 1:44 PM
10	Definitely a cafe, coffee area is needed.	3/4/2018 6:35 PM
11	I think some small classes of digital literacy would be awesome and much needed in the community.	3/4/2018 4:03 PM
12	Having a clean toilet and handwashing/drying facility is a blessing P.S. When I have travelled interstate and even in London I was able to sign up while there and have been able to borrow items. I wonder if PL Library affords this luxury/service to visitors to the city.	3/2/2018 5:00 PM
13	Café/vending machine - Healthy option - Yes! Would not be interested in traditional vending machine with soft drinks, sugary treats etc. Not good for children to see this as an option.	3/2/2018 4:26 PM
14	Advanced digital literacy programs. As long as there is adequate on-site support, there are amazing possibilities	3/2/2018 3:17 PM
15	Creche while workshops available for mums	3/1/2018 2:34 PM
16	quiet reading space	2/26/2018 6:49 PM

APPENDIX 3: Tomorrow's Libraries, Future Directions of the South Australian Public Library Network

Tomorrow's Libraries
Future directions of the
South Australian public
library network

Tomorrow's Libraries
Future directions of the South Australian public library network

Contents

LIBRARIES OF SA

Message from the Minister

Public Libraries are incredible institutions, unrivalled in the role that they play in our society, as a melting pot for people across all walks of life. It is important that we ensure the State's library network remains relevant and accessible to everyone in our community.

This South Australian Public Library Network Plan sets out what our libraries should look like in the future, as well as what steps need to be taken to get there. The vision in the plan is exciting, as it sees our Libraries as being places of public engagement and social democracy.

The State Government and the Local Government Association entered into a 10 year agreement that commits funds to support the State's public library network. This network encompasses over 130 public libraries operating across our metropolitan, regional and most remote areas.

The certainty of the funding provided has been fundamental to the implementation of one of the State's most successful initiatives in recent times, the One Card network. One Card has revolutionised public access to over four million items available to all library users anywhere in the State. It is not surprising that the model of One Card is attracting interest from around the country and internationally.

Knowing how successful the One Card project was going to be, it was agreed that at its conclusion there should be a planning process to identify the next steps for the South Australian Public

Library Network. This plan is the outcome of that process.

I now look forward to our public libraries implementing the strategies that are articulated in this plan and for everyone to reap the benefits of a robust library network for a long time to come.

The Hon. Jack Snelling MP
Minister for the Arts

Foreword

We are delighted to present this long-term view for the future directions of public libraries as national and international leaders in South Australia. This is the result of extensive consultation with the Public Libraries Network and Local Government around the State backed up by sound research into trends in libraries, technology, our economy and social, demographic and civic changes that are expected to occur over the next fifteen years.

The result is a shared view for libraries to remain as welcoming and free places for all, continuing to 'put community at the centre' and playing an essential and ongoing role in the fabric of our democratic society. In a rapidly changing world, libraries have always been able to respond to changes and modify delivery to fulfil their mission. Tomorrow's Libraries provides a sound framework for action to ensure public libraries remain significant to current and future generations.

We have a strong foundation on which to build. State and Local Government have a long and fruitful partnership embedded in legislation since 1982 and in Acts prior. The principles of free loans and membership for all South Australians, the collaborative approach to development and delivery of public library services and the central co-ordination of State funding to deliver such things as the One Card service are vital building blocks for the next stage of our development.

All the seeds are sown. The potential of libraries is even greater than what is currently realised. There are multiple benefits to be gained from a dynamic and innovative network of public libraries based in the heart of communities. These include a more literate society, social cohesion and tolerance, informed decision making and a best start in life for our children.

We believe this plan will continue to develop and inspire the libraries network for the benefit of all the people of South Australia. The public library is at the centre of the free exchange of ideas, deliberation and citizen engagement central to our democracy.

Mayor Dave Burgess
President
Local Government Association of
South Australia

Mr James Bruce AM JP
Chair
Libraries Board of South Australia

Partners

Tomorrow's Libraries: Future directions for Public Libraries in South Australia is a joint initiative of three major stakeholders in the South Australian public libraries.

The Libraries Board of South Australia (The Board) is a statutory body responsible for library policy and administration of the State Library of South Australia and the Public Library Network. The Board has responsibilities identified in the Libraries Act (1982) which include formulating policies for public library services, and establishing and maintaining public libraries in the public interest. The Board, through its business unit Public Library Services (PLS), supports and assists in the operation and expansion of public library services in association with Councils and other key stakeholders.

The Board makes recommendations to the Minister on the supply and allocation of funds and monitors, evaluates and reviews public library services. The Board may also initiate research and undertake experimental projects for public library developments.

The **Local Government Association of South Australia** (LGA) is recognised as the peak representative body for Local Government in the State. It provides leadership to Councils and representation outwards to State and Federal governments and other key stakeholders. All Councils in South Australia are members along with Anangu Pitjantjatjara. Associate members include Nepabunna Aboriginal Community, Gerard Aboriginal Community and

the Outback Areas Community Development Trust.

The LGA is focused on encouraging better community understanding of Local Government and increased participation in Council decision making and processes; achieving greater influence for Local Government in matters affecting local communities; building Council capacity and continuously improving the governance of the LGA and related Local Government enterprises. The LGA nominates three members to the Libraries Board of South Australia.

Public Libraries SA (PLSA) is the Association representing all public libraries in South Australia. South Australian public libraries are a diverse range of service providers in metropolitan and regional areas including public libraries, joint-use libraries and School Community libraries.

PLSA has an important role to play both in representing the strategic interests of the South Australian Public Library Network, and also in ensuring the long-term vitality both of public libraries in South Australia and of the Network itself.

The Association elects Executive members to advocate on behalf of public libraries throughout South Australia. They provide strategic overview, advice and recommendations to the Standing

Committee of the Libraries Board of South Australia and collaborate with and advise PLS on matters relating to library and information services.

Executive summary

The future of public libraries lies in the value they create from the nexus of people, place, knowledge and technology to create a platform for learning, participation, creativity, innovation and well-being.

Although there are other community and commercial places that provide opportunities for meeting and activity, the public library is the only institution that brings these things together for community and society's benefit. Through the library people can engage, learn and participate and be introduced to new ideas and technologies in a safe and supportive environment. The value of this mix of assets and resources should not be underestimated.

The future of public library services is underpinned by the following values:

- Equity of access: anyone regardless of race, gender, socio-economic status, age or ability is welcome
- Freedom of expression: a diversity of points of view is represented in a library's collections
- Right to know: learning and access to ideas and knowledge is a universal right
- Trust: in the quality of the information, services and staff

Vision 2030
Smart libraries... Smart communities

Our libraries are valued as institutions of civil democracy and community engagement. They are hubs of knowledge, creativity and innovation, bringing together the physical and digital worlds and providing opportunities for learning and leisure, linking the people of South Australia to each other and the world.

This shared vision rests on an underlying principle that all libraries in the Network are interconnected and interdependent. This is already well expressed in the funding arrangements, governing structures, and service delivery of One Card. The future lies in strengthening this principle at all levels - from governance through to service delivery. Nothing in the dynamic library ecosystem acts in isolation. Elements interact together to create a modern public library network that delivers an integrated high quality library system to South Australians.

Having a strong foundation of legislation (Libraries Act), governance (Libraries Board) and funding through the Memorandum of Agreement will enable the Network to grow into the future and continue to contribute to the lives of all South Australians.

Systems for the Network of the future will be streamlined. This will include mechanisms to embed and enable online collaboration; sophisticated platforms for sharing resources; and methods that make administrative tasks more efficient and effective. Findings from the consultation illustrate a desire to ensure that the Network of libraries of the future are increasingly dynamic, interconnected, and play a strong role as community hubs. They will also have an increased focus on collaboration with other sectors including businesses, schools and community groups.

The success of the future is predicated on the development of skilled staff, vibrant physical and virtual library spaces, and collections and content that stimulate imagination and knowledge creation. It includes providing services and spaces that encourage innovation and learning through technology, making devices and inclusive tools available for people to experiment with and master.

The themes of collaboration, technology and efficiency are important to the future Network of libraries, together with a focus on partnerships and interactions at a more localised/regionalised scale.

For the Public Library Network to thrive into the future, the system will need to evolve and deepen connectivity and respond to the collaborative economy and practices that lie ahead. It is an intentional approach with identified strategies for success. The strategies for success are:

1. **Connected community places**
2. **Creative content & knowledge centres**
3. **Innovation & digital hubs**
4. **Partnering with intent**
5. **Delivering a sustainable future**

The plan identifies 37 key actions to deliver on the strategies. These include:

- Involving communities in the design of libraries and shaping and delivering programmes;
- Investigating and implementing a preferred model for delivering customised services to remote rural and Indigenous communities;
- Continuing to develop state-wide programmes aligned to achieve specific local, State or Federal outcomes;
- Implementing the new eProcurement system to enable more effective state-wide selection and management of collections;
- Acquiring eContent at best cost so that communities have access to content in new and emerging formats and technologies;
- Developing a reading and literacy framework which identifies the role and value of libraries to deliver on state-wide agendas;
- Developing collaboratively funded technology labs at key locations to provide opportunities for people to 'learn by doing' and connect globally;
- Developing and implementing options for service delivery models that facilitate regional collaboration; and
- Using the full capacity of One Card to enhance the collective impact and effectiveness of the Public Library Network.

Connected community places

Creative content & knowledge centres

LIBRARIES OF SA

Delivering a sustainable future

Innovation & digital hubs

Partnering with intent

Background

Tomorrow's Libraries is the result of extensive consultation, presentations and surveys with all members of the Network to deliver a shared view of the future direction for public libraries in South Australia.

A current and future state report, used as a basis for consultation captured the best thinking about public libraries worldwide and translated this into a South Australian context. It took a 15 year look into the future using a technique called Future Perfect whereby the writer and readers project themselves into the future, describe that future as if they are present in the future time looking back at the past (today). It analysed contemporary predictions and trends and translated them into scenarios for a possible future.[1]

The landscape for libraries in South Australia in 2030 will be more complex and more dynamic than it has been for the last ten years.

South Australia in 2030

South Australia's population has grown by 10%. Like most parts of the western world it has an aging population and is experiencing greater growth in the Metropolitan area and a corresponding decline in population in some rural areas. New migrants have added to this growth with more than 15% of South Australians speaking a language other than English at home. More than 50% of the state's Aboriginal population live outside Adelaide.

Successive governments have built on the long term plans for the State with a focus on community, prosperity, environment, health, education and innovation. Both Local Government and State Government identified a need for closer working relationships and both placed a priority on increased community engagement. The Local Government Association

of South Australia endorsed the role that public libraries play in community engagement, education and capacity building in their report **Strengthening South Australian Communities in a changing world: the Council of the Future** [2].

The economy has grown steadily with developments in green energy reflecting the diversity of the mineral and energy resources. Knowledge based industries have risen in importance and South Australia is now known as a smart and innovative State with entrepreneurial technology based small businesses and design led advanced manufacturing leading the way.

The world of work has changed significantly with new jobs appearing as a result of the technological and social changes. More people work independently or in loose

collaboration with associates both locally and globally.

South Australia is warmer than it was 15 years ago and there have been periodic droughts and bush fires. The government has set up 'Ice boxes' to provide a welcome, cool environment for the vulnerable and as a sustainable way to minimise energy use across the community. Libraries have been ideal for this purpose.

Twenty years into the **30-Year Plan for Greater Adelaide**[3] much of the forecast and planned for developments have occurred. The result is more mixed-use development bringing together housing, jobs, transport services, recreation and leisure and higher density of land use. Public library development has mirrored this pattern of urban development and libraries have played a critical role in

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[1] A more detailed analysis is available in the discussion document *Tomorrow's libraries today – looking back to 2014*
[2] http://www.lga.sa.gov.au/webdata/resources/files/LEPanel_FinalReport_December%202013.pdf
[3] http://www.dpti.sa.gov.au/planning/30_year_plan

the development of regional centre hubs. Libraries maximise the use of sustainable technologies and plants to keep utility costs down, provide a focus for learning and make them a wonderful environment to be in – green walls, solar power, and communal kitchen gardens are common place.

Quality of design both in buildings and the urban landscape, and the retention of the special characteristics of Adelaide's built heritage have resulted in Adelaide being acknowledged as one of the world's most liveable cities.

The technology landscape

Mobile smart devices, including wearable technologies, have remained the main way that people access and connect to the internet from anywhere and at any time. The networks, whether fibre in the ground or via cellular or satellite networks are widespread but as the volume of data being transmitted has grown exponentially, the bandwidth in more rural South Australia is still limited and expensive. The average person is now connected with 10 online personal devices, facilitating instant access to real time data and information – anywhere, anytime.

The issue for today's citizen is not finding the right piece of information so much as "can I trust this information to be correct?" Increasingly the major search engines have focussed on the

commercial possibilities of their search engines and results of a search may be ranked according to who has paid rather than what is most useful or relevant. This combination of data explosion, commercialisation and the ability of clever design and money to manipulate ranking has made it harder for people to find what they want without more sophisticated search skills and tools.

As the digital world has become more complex we have needed to rely on specialists to help us become digital citizens. And there is still a digital divide – those with minimal online access because of cost, location or ability. Governments over the past 15 years have recognised the vital role that libraries continue to have in supporting citizens to fully participate in their communities and

work life. These twin issues of digital citizenship/digital literacy and digital divide are at the heart of the mission of the public library. Issues around privacy, cyber-stalking and profiling and security of data, hacking, data stealing and covert surveillance are all global concerns that have become a concern for the ordinary person.

The principles of Intellectual freedom, the right to access the internet, the right to privacy, and the right to know are fundamental principles and values that are continually tested in today's world. Public libraries and librarians have remained steadfast in the articulation of these democratic freedoms and encourage ongoing debate on these important issues.

Background
Consultation findings

Workshops held throughout the region and two surveys gathered ideas and responses to the provocations in the **Tomorrow's Libraries** report. The coverage across the State was excellent and allowed a wide range of views to be canvassed. Strong themes emerged which are reflected in this strategy. They were:

- Reinforcing democratic society through an ongoing commitment to providing spaces and activities that facilitate civil society and civic engagement with the 'community at the centre'. This means offering a variety of spaces, programmes and activities; removing barriers to access; creating platforms for continuous learning; facilitating community learning, connection and empowerment; remaining welcoming to all.

- Applying new financial models and continuously investing in infrastructure (hard and soft). This includes physical assets, but also investment in building professional capacity and capability, and skill development at an individual and community level. This includes a strong desire amongst those working in the Network for ongoing professional development to ensure library staff are equipped to meet the challenges ahead.

- Commitment to excellence in integrated systems and building capacity and capability. In particular the maintenance of One Card and building on that platform for other state-wide coordinated services; replicating things that work; introducing and applying smart, user friendly technological platforms; applying consistent management systems and strategically investing in workforce and volunteer training and up-skilling.

- Excellence in investment, governance and partnerships. In particular the importance of valuing, maintaining and strengthening State and Local Government relationships; mutually beneficial partnership opportunities to grow and strengthen the role of libraries as a cornerstone of democratic society; exploring regional governance models that empower and up-skill groups of local communities; seeking additional complementary funding, including federal funding (predicated on a more collaborative model(s).

- Willingness to try new things. Libraries need to 'dream big', take calculated risks, share ideas and solutions, and learn from the best rather than settle for the status quo.

Overall there is a desire to increase the value proposition of libraries and reinforce their role as a cornerstone of a democratic society.

The Public Library Network of South Australia

South Australia is served by 20 metropolitan library services, 27 country libraries and 44 School Community libraries providing library and information services from just over 140 library branches. The School Community libraries operate in towns where the population is too small to support a separate library, ensuring that every citizen has access to library services.

Funding for public libraries primarily comes from three sources: Local Government, State Government through the grant to the Libraries Board of South Australia, and for the School Community libraries the greater part of the funding is from the Department for Education and Child Development.

Public Library Services (PLS), a business unit of the Libraries Board of South Australia, provides services funded from the State grant, including the One Card network, State-wide courier service, free Internet and wifi access, online databases, centralised procurement and contract management, interlibrary loan and community languages collection. With the installation of One Card the shared library management system now complete across all libraries, the Public Library Network has the means to develop further collaborative services for enhanced customer service and efficiency.

The strength of the collaboration between PLS and public libraries has made these developments possible. The Network is a good example of collective impact whereby PLS provides the strong 'backbone' which enables the individual libraries to gain advantage from the strength of the backbone while

still operating independently at the local level. Local government, State Government, libraries and other stakeholders confirm the importance of this relationship as key to shared developments. Great value is placed upon the Libraries Act (1982) which provides the mandate for this collaboration, and the mechanism for making it happen.

This strategy looks to build on and maximise opportunities from this relationship for the benefit of South Australians.

Public libraries in a world of knowledge

The key component of a knowledge economy is a greater reliance on intellectual capabilities than on physical inputs or natural resources. Powell and Snellman[4]

Knowledge is now recognised as a major driver of productivity and economic growth, leading to a new focus on the role of information, technology and learning in economic performance. Access to knowledge and the creation of new ideas and innovative solutions to new problems are inextricably entwined. Within this millieu, libraries have a key part to play in delivering information,
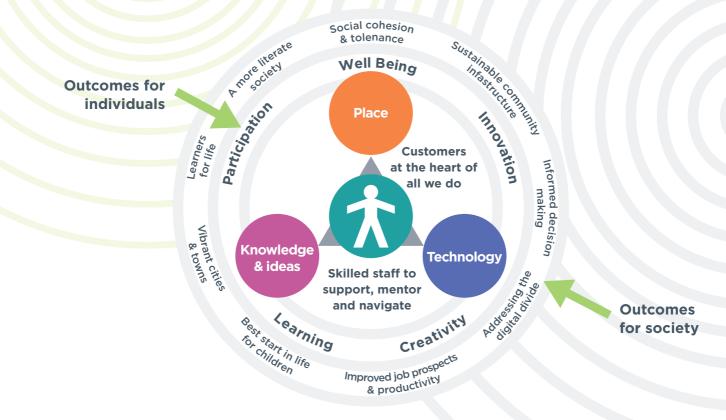
technology and learning for people and communities.

Public libraries have had a relatively stable service delivery model for well over half a century whereby the library was the storehouse of knowledge to which the user must come to get access to that knowledge. However digital technologies and globalisation

are disrupting this traditional role and libraries will need to adapt to respond to and take advantage of these disruptions. We anticipate that in the next five years new service models will emerge based on library services being delivered where people are, both physically and online. The library will come to the people.

Positioning libraries in the 21st century

The future of public libraries lies in the value they create from the nexus of people, place, knowledge and technology to create a platform for learning, participation, creativity, innovation and well-being.

[4] Walter W. Powell and Kaisa Snellman. "The Knowledge Economy". Stanford University. Retrieved 27 November 2014

Although there are other community and commercial places that provide opportunities for meeting and activity, the public library is the only institution that brings these things together for community and society's benefit. Through the library people can engage, learn and participate and be introduced to new ideas and technologies in a safe and supportive environment. The value of this mix of assets and resources should not be underestimated. The public library is especially effective in informal and non-traditional learning, addressing new literacies, fostering civic participation and closing digital and social divides.

The value proposition for libraries is strong. By working closer together public libraries will more clearly demonstrate how they contribute to the outcomes for a more prosperous and inclusive State.

Vision 2030

Smart libraries... Smart communities

Our libraries are valued as institutions of civil democracy and community engagement. They are hubs of knowledge, creativity and innovation, bringing together the physical and digital worlds and providing opportunities for learning and leisure, linking the people of South Australia to each other and the world.

Public library services are underpinned by the following values:

- **Equity of access:** anyone regardless of race, gender, socio-economic status, age or ability is welcome
- **Freedom of expression:** a diversity of points of view is represented in a library's collections
- **Right to know:** learning and access to ideas and knowledge is a universal right
- **Trust:** in the quality of the information, services and staff

These values are at the heart of the purpose for public libraries in South Australia to empower individual lives and build communities. In the 21st century this means ensuring everyone in South Australia has the knowledge, tools and skills to participate and connect locally to a digital, global world. The result is:

- greater community connectedness, social cohesion and participation;
- improved literacy and enhanced love of reading;
- the best first start for our children and opportunities for all to learn throughout life;
- digitally savvy and innovative citizens, and
- libraries working together with other partners to deliver greater value with joined up services.

We have identified five strategic areas for development that capitalise on our unique value proposition in a rapidly changing world. They are linked to the cornerstones of the value proposition for libraries of the future: People, Place, Knowledge and Technology. Together these five areas create a powerful platform for learning, participation, creativity, innovation and well-being.

Strategies for success

Strategies for success
1. Connected community places

[We need to be] facilitating state of the art centres which offer a diverse range of services to our regional communities.

Participant, Adelaide Oval workshop

Contemporary libraries offer their communities a dynamic and vibrant place that is flexible to respond to changing needs. The best libraries bring together modern sustainable design, including lighting, furniture and colour to create spaces that people want to be in. The creative use of plants used in some libraries provides an opportunity for users to connect with nature and also demonstrates how green infrastructure can reduce energy demands for buildings.

A trend is for libraries to become multipurpose community facilities located with other community, cultural or educational functions to create a more joined-up or seamless experience for customers. **People Places**[5], an excellent guide to designing and building libraries which has become the 'quasi' Australian standard for modern library buildings, is an excellent tool to assess the current state of a library building.

Libraries are welcoming, safe and accessible places for all. They are people places for meeting, sharing ideas and learning as well as places of quiet contemplation and study. They not only connect people with knowledge but with each other and with their communities. Libraries which put communities at their centre involve them in shaping spaces and programmes. Volunteers can be an important part of broadening and enriching service offerings with their role complementing but not replacing the roles of trained and professional library staff.

Libraries have a role in fostering community engagement and are a neutral venue for Governments to use in engaging community views on issues. The Local Government Association of South Australia endorsed the role that public libraries play in community engagement, education and capacity building in their report **Strengthening South Australian Communities in a changing world: the Council of the Future**[6]. The libraries and their staff provide direct connection between councils and communities. We need to build the skills of staff in fostering engagement and connection.

As libraries look for new ways to take their services to where the people are, different service models are emerging. Pop up libraries, either temporary for a short period, or in more permanent locations such as Malls; collaborations with service organisations, Men's sheds, seniors, playgroups, BusinessSA and similar groups are providing ways of connecting with non-users to make them aware of what the library offers.

Communities have their own distinctive history and ways of doing things. Customising services to reflect the communities' needs is even more important in cultures which do not have a library tradition. We will find new ways of delivering to Indigenous communities to connect these communities to their heritage and the world. A possible model is that of the **Libraries without Borders**[7] organisation which has developed the **Ideas Box**[8].

We support the continued development by PLS of state-wide programmes. This is an effective way of coordinating the resources needed to run a programme and associated training requirements. Other libraries in the Network will develop programmes which can be replicated and shared. Greater value will be gained from working in partnership with other community, educational and business partners, to deliver programmes with impact that meet collective needs. Libraries will look outwards and seek opportunities for collaboration that deliver tangible results for each partner.

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[5] *People places: A Guide for Public Library Buildings in New South Wales.* 3rd edition Sydney, State Library of NSW, 2012 http://www.sl.nsw.gov.au/services/public_libraries/docs/people_places.pdf [6] Strengthening South Australian Communities in a changing world: the Council of the Future (2013) Adelaide: Local Excellence Expert Panel, commissioned by the Local Government Association [7] http://www.librarieswithoutborders.org/ [8] http://www.ideas-box.org/en/

1. Connected community places

Goals	Recommended Actions	Responsibility
1.1 Provide vibrant flexible spaces that are fit for purpose	1.1.1 Support all libraries to undertake a benchmarking audit of their library spaces against the 'People Places' blueprint;	Public Library Services and Public Libraries
	1.1.2 When building new libraries take account of trends in integrating and/or co-locating library services with other local, State or Federal community and cultural services;	Local Councils and Public Libraries
	1.1.3 Involve communities in the design of libraries and shaping and delivering programmes.	Public Libraries
	1.1.4 Ensure regular maintenance and refurbishment plans and budgets are included in Council Asset Management Plans	Local Councils and Public Libraries
1.2 Continue to extend the reach of library services into the community	1.2.1 Investigate and implement a preferred model for delivery of customised services to remote rural and Indigenous communities;	Public Library Services nominated State government agencies and Indigenous governing authorities
	1.2.2 Share best practice for innovative ways to engage with communities where they are.	Public Libraries
1.3 Create greater impact through targeted programmes and events	1.3.1 Continue to develop state-wide programmes aligned to achieve specific local, State or Federal outcomes;	Public Library Services and LGA
	1.3.2 Seek opportunities to work with community, educational and business partners to deliver programs with greater impact.	Public Library Services and Public Libraries

Strategies for success
2. Creative content & knowledge centres

The 21st century library is the champion of literacies needed to navigate information abundance, create knowledge, bolster economic opportunity and make democracy dynamic. Building on its historic commitment to literacy, the library is uniquely positioned to provide access, skills, context and trust platforms for sharing.
Aspen Institute[9]

Providing collections and content resources continues to be a vital part of library service delivery. We expect the balance of print and eContent to change over the next 5-10 years although print books will continue to be in demand. In the next ten years more of our spending on library resources will move to purchasing access to online subscriptions and databases, eBooks, and access to streaming media sources and downloadable content. This will be particularly important as more content suppliers put their freely available content behind pay walls, as is happening already in the newspaper and magazine industry. Brokering state-wide deals for eContent, as has been done for physical items, will ensure we get best value for the Network.

One of the benefits of collections being available from any library in the Network, is the opportunity to begin to build some more specialist collections at individual libraries to reflect their particular characteristics and area (e.g. a wine and viticulture collection in the Barossa Valley). This would enable a richer and deeper collection to be available across the Network for all to borrow.
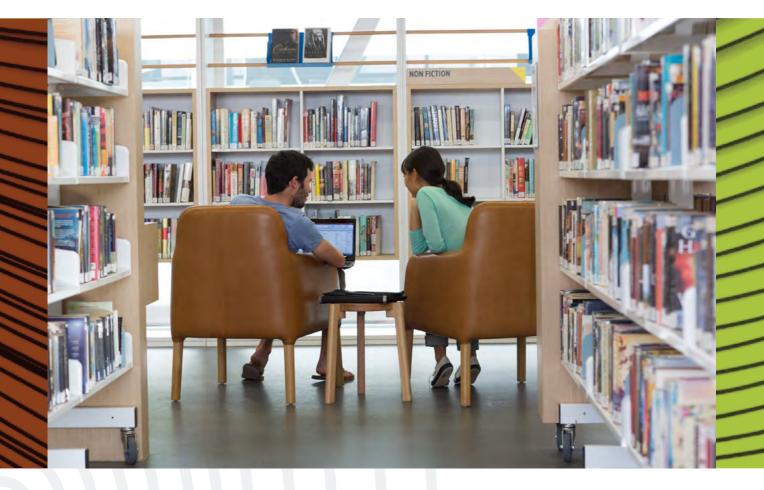
Local stories and local content will play a stronger role as people look to connect with their communities in a global world. Libraries are becoming not only places which collect content but which enable and encourage the creation of new content and collections, particularly concerning local communities. Digitisation of local history collections in collaboration with the State Library would have multiple benefits, particularly with a focus on the tourist market. All these collections can be linked together virtually and to the collections of the State Library to provide a virtual digital library for South Australian material. Staff expertise to navigate and curate content and support the public to create content is vital.

The One Card network is the springboard for many other digital developments that improve access to materials held in libraries throughout the State. The implementation of a new

eProcurement system will enable centralised purchasing using virtual selection teams across the State selecting to profiles, and automated standing orders for certain types of materials. Other improvements to maximising collection use across the State include supplying shelf ready materials to libraries and allowing part of the collections to 'float'. This means that when an item is requested from one library by another it stays at the requesting library once it has been read. The data gathered from this approach can help shape the future purchase decisions of a particular library as they note the kinds of materials being requested from other places.

We want to make it easy for customers to discover what the library has to offer from our digital and physical collections and to easily dowload digital content from whatever device they are using, and from wherever they happen to be. Implementing a new discovery service as an additional feature of the One Card library management system will provide a one click option for the download of eBooks, a single point of access to subscription databases, and an access point to the digitised resources from across Australia, provided via a link to the National Library of Australia's Trove service. South Australians will have easy access to a wealth of global, national and local resources at the touch of a screen, or the click of a button.

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[9] Garmer, Amy K Rising to the challenge: re-envisioning public libraries. A report of the Aspen Institute Dialogue on public libraries. Washington, Aspen Institute, 2014.

Reading and literacy are at the heart of the public library offering. Our libraries will continue to play a strong role in early literacy and look for opportunities on a state-wide scale to have greater impact in support of the State goals for reading, writing and literacy. Our focus will be on developing the reading skills not only for those just starting the reading journey but those who have missed out during their schooling or who are learning English as a second language. The ability to read with fluency is the foundation for acquiring digital literacy skills.

2. Creative content & knowledge centres

Goals	Recommended Actions	Responsibility
2.1 Enable easy and fast discovery and delivery of both physical and digital content	2.1.1 Implement a single search across all content available throughout the Network and within Australia as appropriate;	Public Library Services
	2.1.2 Implement the new eProcurement system to enable more effective state-wide selection and management of collections;	Public Library Services
	2.1.3 Investigate the case for shelf ready stock and floating collections to improve efficiency, and maximise staff time for greater value services.	Public Library Services
2.2 Develop and create content and collections to provide more comprehensive state and local collections	2.2.1 Manage the mix of content so that eCollections keep pace with customer expectations;	Public Libraries
	2.2.2 Acquire eContent at best cost so that communities have access to content in new and emerging formats and technologies;	Public Library Services
	2.2.3 Enable community participation in creating new content, with a focus on local stories;	Public Libraries
	2.2.4 Digitise local history materials in collaboration with the State Library of South Australia;	Public Library Services
	2.2.5 Investigate developing collections of local significance to a region, for the benefit of all South Australians.	Public Library Services with Public Libraries
2.3 Improve the literacy outcomes of South Australians	2.3.1 Develop a reading and literacy framework which identifies the role and value of libraries to deliver on state-wide agendas;	Public Library Services with Public Libraries
	2.3.2 Make the case for State and Federal funding where libraries can deliver on their agendas, e.g. literacy.	Public Library Services and Libraries Board

Strategies for success
3. Innovation & digital hubs

21st century public libraries are community digital hubs – one stop destinations to test drive and learn about the latest technology. They are experiental, entrepreneurial, experimental spaces where access to technology enhances opportunities to learn, work and create.

The Next Horizon: Vision 2017 for Queensland public libraries.

Libraries have been providing access to free Internet, wifi and reliable and up-to-date technologies for well over a decade and will continue to do that into the future as one way to address the digital divide. All libraries need to have ultra fast connection so that citizens can access materials that require greater broadband than they have at home. This may mean seeking to 'piggy back' off existing connections that government has installed in its facilities.

Providing computers and free access to the internet remains a core service of the public library. Some libraries are now providing tablets and notebooks for use in libraries (rather than desktop PCs) or for loan to customers. Mobile devices and smart phones are now the primary means for people to access and use digital services. However new technologies are being developed all the time: virtual reality wearable devices, 3D printers and robots are either with us now or are about to become commonly available. Providing opportunities for people to experiment and try out these technologies is one

of the ways that libraries contribute to State goals for innovation in design and technologies. Some of our libraries are already providing spaces, known by such terms as Makerspaces and FabLabs, for experimenting with new technology and to learn by doing or playing. Partnering with technology companies to showcase new developments is a cost effective way

to provide access to the latest device. South Australia's commitment to the information economy and strategic plan targets reinforce this approach.

Making best use of the technologies and applications available requires new digital literacy skills. Librarians help users to become fluent in using multi media, down-loading applications and

3. Innovation & digital hubs

eContent, keeping safe on the internet, accessing government and other online services, to ensure that everyone can become a digital citizen.

The online world provides opportunities for connecting communities of interest on a national and global scale. Libraries are beginning to use a range of technologies, including webinars, video conferencing technologies, and interactive chat to link customers with each other, with experts and provide mechanisms for learning and debate which is rapidly becoming the norm. Through these mechanisms libraries contribute to the State goal of overcoming distance through technology.

Goals	Recommended Actions	Responsibility
3.1 Stretch the horizons of South Australians through access to existing and emerging digital technologies	3.1.1 Develop collaboratively funded technology labs at key locations to provide opportunities for people to 'learn by doing' and connect globally; 3.1.2 Work with technology and digital companies to achieve state-wide access to emerging technologies.	Public Library Services, Public Libraries & Local Councils Public Library Services & Public Libraries
3.2 Ensure every South Australian has the digital access and skills needed to participate in the digital world	3.2.1 Implement innovative programmes that develop the skills and knowledge for digital citizenship; 3.2.2 Investigate partnerships on behalf of libraries in communities with limited broadband connectivity to improve access.	Public Library Services & Public Libraries Public Library Services

Strategies for success
4. Partnering with intent

[We need] partnerships with community organisations, government departments and educational services. Libraries need to integrate services with other professionals (social work, education, historians, medicine, nerds, IT.)

Participant, Tea Tree Gully workshop

One of the objectives of the Libraries Act (1982) is to promote a co-operative approach to the provision of library services. Collaboration and partnerships are a hallmark of the library service in South Australia which has enabled the Network to develop services such as One Card and the joint School Community libraries.

The School Community libraries have been a great model for delivering service since 1977 and in most cases still remain the best viable model for delivering public library services in many of South Australia's smallest rural communities. The **'Review of School Community Libraries: Future Models of Service Delivery'** (2012) identified a range of recommendations which are now being implemented. To ensure best value is being derived from the combined investment PLS will work with individual School Community libraries and their Councils to ensure that the model is still fit for purpose

in their area; that the library space is meeting 21st century library needs and that the proper governance frameworks are in place to ensure that services meet community needs and legal frameworks are in place to protect the investments by both parties.

The Local Government Association of South Australia in its report **'Strengthening South Australian Communities in a changing world'**[10] identified the benefits of closer working relationships across local authority boundaries proposing increased regional collaboration. Greater collaboration on a regional basis would have advantages for libraries, but putting in place the governance and operational models for collaborative ventures can be difficult. Developing an 'off-the-shelf' model or models would facilitate the development of these regional collaborations. Other sectors with greater experience in collaboration may provide useful lessons.

Libraries are ideal partners to deliver on state and local agendas. The partnership between Onkaparinga Libraries, Alzheimer's Australia SA and Southern Services Reform Group, to deliver a dedicated Memory Hub at Noarlunga Library is just one example of greater impact delivered through shared investment.

We will look to develop high value partnerships that can have

greater impact by delivering joined-up services. At the local level collaboration will depend on the nature of the community and what local councils are trying to achieve for their citizens. Possible developments include greater support of the information needs of the local business community.

The Public Library Network in South Australia is recognised as a leader in working collaboratively to deliver seamless services across the State. We will continue to build relationships with professional associations (national and state) and public libraries in other states to share ideas and learn from each other. We will take advantage of Australia-wide collaborations where these add value to our offer. It will also provide a platform for South Australia to showcase its unique governance and successful partnerships for whole of service system model.

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[10] Strengthening South Australian Communities in a changing world: the Council of the Future (2013) Adelaide: Local Excellence Expert Panel, commissioned by the Local Government Association

4. Partnering with intent

Goals	Recommended Actions	Responsibility
4.1 Strengthen the School Community library network	4.1.1 Work with individual School Community libraries' boards and their councils to ensure best value is derived from the investment, and supports changes to the service delivery model where necessary; 4.1.2 Develop a mechanism which allows for and protects the investment of councils in the infrastructure of School Community Libraries.	Public Library Services & individual Local Councils Public Library Services, Local Councils & LGA
4.2 Achieve scale and greater impact through partnerships	4.2.1 Align libraries service offerings with state and local goals to achieve greater impact; 4.2.2 Develop and implement options for service delivery models that facilitate regional collaboration; 4.2.3 Share ideas, learn from and collaborate with other professional associations and libraries across Australia to improve our offer.	Public Library Services & Public Libraries Libraries Board & Local Government Association (SA) Public Library Services & Public Libraries

Strategies for success
5. Delivering a sustainable future

The power of the Public Library Network to create a platform for learning, participation, creativity, innovation and well being is dependant on good governance, sustainable funding and investment, strong leadership and expertise, sound business management and the ability to demonstrate to stakeholders the value that libraries deliver to society and the economy.

Governance

Strong governance is vital to achieving this plan. The importance of the Libraries Act (1982) is valued by the sector and the various stakeholders including the Libraries Board which is charged with responsibility for giving effect to the Act. The Act also clearly establishes the principle of free loan of materials and free membership which has been a hallmark of public libraries in South Australia. This free access to knowledge and ideas has been an under-pinning principle in establishing public libraries as centres of creativity and learning.

The Libraries Board is key to ensuring that planning happens across the state to maximise the investment in libraries by both Local and State Government. The Visioning Workshop held at the commencement of this project which brought together elected members, senior Local Government staff, library managers, and staff from relevant community and State agencies demonstrated the power of collective thinking which can lead to far greater collective impact. It is intended that a similar forum will be held in three years time to assess progress and shape the ongoing future of libraries.

Funding

The mix of funding from State (both the Libraries Board grants and funding from the Department of Education and Child Development) and Local Government has been important in ensuring that services meet local needs at the same time as maximising across-state initiatives. One Card and the benefits resulting from this would not have happened without this funding mix. This mix of funding remains the best way of delivering core library services and a coordinated Network. However, opportunities for funding specific projects or events can be explored with organisations that share the values and aspirations of the Public Library Network, both at State and local levels. The practice of setting ten year budgets through the Memorandum of Agreement (MOA) provides a sound basis for planning future developments and we will gather data and information between now the next MOA to better inform outcome expectations and strengthen the case for funding.
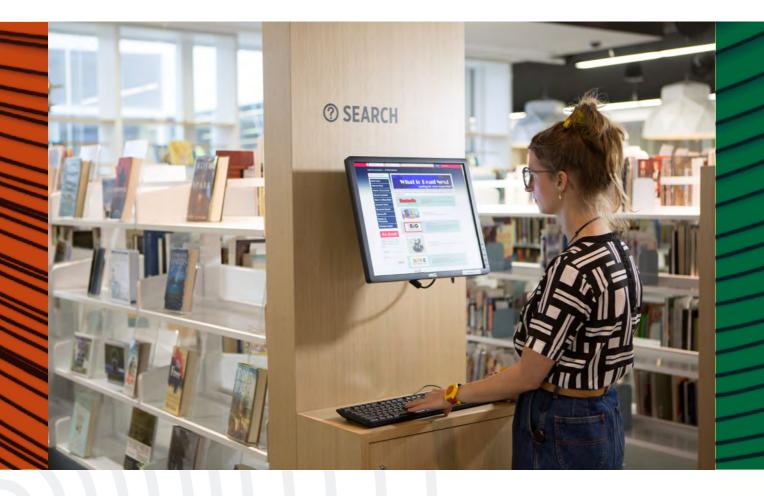
Leadership and expertise

The role [of the librarian] is shifting from information provider to the role of mentor, coach, learning navigator ... as people become more and more interested in their own lifelong learning or self-motivated learning

Susan Hildren, Director, Institute of Museum and Library Services[11]

The role of the librarian continues to evolve. Helping library staff understand these changes and giving them the skills to engage with their communities in different ways is vital. Leadership, skills development and fostering a culture of change adaptiveness and innovation are crucial components for delivering the future Public Library Network. In particular library staff need to have digital skills and aptitude if they are to support customers to access content and use the tools and applications that are rapidly becoming standard ways of working, communicating and participating in society. They also need skills to navigate and curate content and to foster community connection and engagement. We will work with the providers of professional library qualifications to ensure all library staff have access to

[11] Miller, Rebecca T and Meredith Schwartz. Collective Impact: Q&A with Susan Hildreth in *Library Journal October 19, 2014*. http://lj.libraryjournal.com/2014/10/people/collective-impact-qa-with-susan-h-hildreth/#_

the knowledge and skills needed.

Staff professional development is a shared responsibility. PLS has the capacity to develop and broker state-wide training packages, delivered both face to face and in online environments. Public Libraries SA (PLSA) provides forums such as conferences to encourage new insights and skills. Councils have responsibilities in providing leadership and business skills development, and public libraries can encourage sharing of skills by providing job exchanges, or structured visits. Where possible we will leverage from what others are providing for skills development.

Leadership is as much a mindset and attitude as it is a set of competencies. Enabling current and emerging library leaders' appreciation of their role as senior council officers able to articulate the value that libraries contribute to communities is vital if libraries are to step up as a significant contributor to state and local prosperity and well being. An outcome will be the increased status of librarianship within Local Government and the public sector.

PLSA's workforce survey provides data which helps understand the makeup of the workforce currently. Further analysis will provide a picture of the gap between future requirements and the current state. The workforce plan will have strategies for encouraging young people to seek librarianship as a highly desirable career choice. The desired outcome is that the future librarian is highly sought after, well qualified and skilled and well paid.

Business management & effectiveness

Libraries need robust, reliable technical infrastructure and support which is why the One Card library management system and the supply

decisions is important for a whole range of reasons: accountability to funders, services better aligned to community and customer needs and service effectiveness and efficiency. Libraries have been strong in measuring transactions such as the number of items circulated but we now need to move to measuring outcomes as well. PLS will develop an evaluative framework that measures impact and benchmarks libraries against the standards in **Beyond a quality service**[12] (and other Standards as they are developed) to identify areas for improvement.

Marketing and promotion of the value of libraries to society and finding compelling ways to get that message across to communities, partners and funders is the task of all in the sector. We need to maximise the collective brand of the Network and look to new ways of promoting libraries through social media and other online forums.

We want to promote the work already undertaken by the Australian Library and Information Association (ALIA)[13] so that funders and stakeholders appreciate the impact of libraries on our welfare and economy. This work identified the South Australian Public Library Network returned a benefit cost ratio of 2.6 for every dollar invested.

of public internet access and public wifi by PLS is an effective means of supplying this on a state-wide basis.

The shared library management system and the successful implementation of One Card has resulted in efficiencies and cost savings. Further benefits will accrue as we use this platform to do things once that can then be shared by many. Where applicable we will use technology to improve business efficiency. The planned Radio Frequency Identification (RFID) rollout to libraries not yet converted to this technology will see savings in staff time and streamlined processes across the whole Network.

PLS will continue to explore the most effective ways of leveraging power of the digital infrastructure. Public libraries for their part will continue to review and evaluate all their processes and practices from a stand point of "why are we doing this, do we need to continue doing this, and if so can it be done a more effective way, or can we do it better by collaborating with others?" The outcome of such an exercise will be clarity around the most effective way to deliver their services either individually or in regional and/or state-wide collaborations.

Demonstrating value

More robust evaluation and measurement of service outcomes is needed. Using data to drive business

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[12] Beyond a quality service: strengthening the social fabric (2012) Standards and guidelines for Australian Public Libraries. 2nd ed. Deakin, ACT: Australian Library and Information Association.

[13] National Welfare & Economic Contributions of Public Libraries: final report (2013) Canberra: Australian Library and Information Association. Report prepared by SGS Economics and Planning.

5. Delivering a sustainable future

Goals	Recommended Actions	Responsibility
5.1 Maintain sound governance of and planning for the Public Library Network	**5.1.1** Bring together library, local government, state, community, business and other key stakeholders in 2017/18 to assess progress made by public libraries in delivering outcomes, and plan for the next period.	Libraries Board & LGA
5.2 Continue to invest wisely to ensure the Public Library Network delivers value to communities	**5.2.1** Collect data to inform the outcomes and funding for the Next Memorandum of Agreement.	Public Library Services & Public Libraries SA
5.3 Empower staff to provide outstanding services	**5.3.1** Grow the digital skills for staff across the State, leveraging where possible from existing resources and providers; **5.3.2** Work with the providers of professional library qualifications to ensure all library staff have access to the knowledge and skills needed for 21st century libraries; **5.3.3** Develop a Workforce plan to maintain a culture of change and meet future staffing needs and skill development; **5.3.4** Develop a three year professional development plan that takes account of new skills such as community engagement, content curation to ensure a systemic approach.	Public Library Services & Public Libraries SA Public Library Services & Public Libraries SA Public Libraries SA with Public Library Services & LGA Public Library Services & Public Libraries SA
5.4 Continue business effectiveness	**5.4.1** Provide opportunities to strengthen the leadership and management abilities of library managers in local government **5.4.2** Use the full capacity of One Card to enhance the collective impact and effectiveness of the Public Library Network	Local Government & Libraries Board, Public Libraries SA Public Library Services
5.5 Demonstrate and make visible the economic and social value of the Network in the Knowledge Economy	**5.5.1** Develop an evaluative framework that measures impact and benchmarks libraries against the standards to identify areas for improvement; **5.5.2** Develop the 'story' that tells the value of libraries and enhances their visibility in the State.	Public Library Services & LGA Public Library Services, Public Libraries SA & LGA

Tomorrow's Libraries
Plan at a glance

Vision

Smart Libraries...Smart communities
Our libraries are valued as institutions of **civil democracy** and **community engagement**. They are hubs of **knowledge**, **creativity** and **innovation**, bringing together the **physical** and **digital** worlds and providing opportunities for **learning** and **leisure**, **linking** the people of South Australia to each other and the world.

Values

Equity of access:
anyone regardless of race, gender, socio-economic status, age or ability is welcome
Freedom of expression:
a diversity of points of view is represented in a library's collections
Right to know:
learning and access to ideas and knowledge is a universal right
Trust:
in the quality of the information, services and staff

Value proposition

The future of public libraries lies in the value they create from the nexus of **people**, **place**, **knowledge** and **technology** to create a platform for **learning, participation, creativity,** and **innovation**.

Strategies for success

1. **Connected community places**
1.1 Provide vibrant flexible spaces that are fit for purpose
1.2 Continue to extend the reach of library services into the community
1.3 Create greater impact through targeted programmes and events

2. **Creative content and knowledge centres**
2.1 Enable easy and fast discovery and delivery of both physical and digital content
2.2 Develop and create content and collections to provide more comprehensive state and local collections
2.3 Improve the literacy outcomes of South Australians

3. **Innovative and Digital Hubs**
3.1 Stretch the horizons of South Australians through access to existing and emerging digital technologies
3.2 Ensure every South Australian has the digital access and skills needed to participate in the digital world

4. **Partnering with intent**
4.1 Strengthen the School Community library network
4.2 Achieve scale and greater impact through partnerships

5. Delivering a sustainable future

5.1 Maintain sound governance of and planning for the Public Library Network

5.2 Continue to invest wisely to ensure the Public Library Network delivers value to communities

5.3 Empower staff to provide outstanding services

5.4 Continue business effectiveness

5.5 Demonstrate and make visible the economic and social value of the Network in the Knowledge Economy

Outcomes for individuals

- Learning
- Well-being
- Participation
- Creativity
- Innovation

Outcomes for communities/society

- A more literate society
- Learners for life
- Social cohesion and tolerance
- Informed decision making and participation
- Best start in life for children
- Improved job prospects and productivity
- Addressing the digital divide
- Vibrant cities and towns
- Sustainable community infrastructure

Contributing to state priorities and goals

Priorities:
- Creating a vibrant city
- Every chance for every child
- Safe communities
- Healthy neighbourhoods

Goals:
- Every member of the community can equally participate in learning opportunities
- We are innovative in designs and technology
- We overcome distance by using digital technology
- We are the best education in the nation (reading, writing and literacy targets)

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    Public Library Services

Workshop attendees

188 attendees from Libraries, Local Government, Schools, and representatives from State, business and community sectors (Adelaide Oval Visioning Workshop)
22 staff from Public Library Services

The Libraries Board of South Australia and the Local Government Association of South Australia wishes to sincerely thank everyone for their contribution to shaping **Tomorrow's Libraries: Future directions of the South Australian Public Library Network**.

Afterword

The project to develop this Plan endeavoured to stand out in 2030 and look back to describe a possible future. Many innovative ideas were produced during that time such as delivery of books by drones, the establishment of libraries as 'Ice box' centres and holographic linking of experts across the State. No one really knows what the future will look like in 15 years but taking this approach allowed us to expand our thinking and put in place the building blocks for an ever changing future.

This plan has some stretch goals and concrete actions for the next three to five years. While we think the goals will remain relevant for time to come a new set of actions will be needed within five years. The Public Library Network is committed to the ongoing evaluation and review of its goals and actions so that libraries can continue to meet community and individual needs as society changes.