



Yarra
LIBRARIES



Yarra Libraries
Annual Report
2017-2018



The Mayor's Message



It is with great pleasure that I present Yarra Libraries' 2017-18 Annual Report.

Our libraries are much loved by the whole Yarra community, who ranked the service second most popular in this year's Council annual customer satisfaction survey. It has been rewarding to watch as the library service has grown over the past year. With all usage statistics trending upward, Yarra Libraries continues to go from strength-to-strength, providing something for everyone in our diverse community.

Libraries are at the heart of Yarra, providing a space where we can gather, learn, develop, and take time out to relax, enjoy some entertainment and exercise our imaginations. I commend Yarra Libraries and all library staff on the flexibility with which they approach their role, responding and evolving in step with the people of Yarra.

This year we celebrated as the award-winning Bargoonga Nganjin, North Fitzroy Library turned one in April 2018. Although this is our newest library and community facility, it is so well-used and appreciated that it is difficult to remember a time before it was part of the North Fitzroy fabric. On any given day you can find it overflowing with possibilities and activities as people gather together to study, learn, socialise and enjoy the space.

Yarra Libraries has also become a leader amongst public libraries in accessibility, digital literacy and community engagement. Within Council, Yarra Libraries is a generous collaborator, always looking for ways to reach out and work in partnership across Council departments to serve the community better.

Looking ahead to 2019 I am sure we will see more great things from Yarra Libraries. I encourage everyone to discover what our libraries have to offer.

Cr Daniel Nguyen
Mayor, Yarra City Council

Library Manager's Message



I am very pleased to introduce Yarra Libraries' Annual Report for 2017-18.

It has been a year of growth and development. We expanded our service offerings, delivered high quality programs with a range of wonderful partners, and rose to operational challenges by evaluating the ways we work with each other and with our partners, in order to better serve our diverse communities.

This process of ongoing reflection and improvement has strengthened our ties with the community and enabled us to become leaders in the public library sector. We lead by example through our responsive approach to programs, customer experience and service delivery. We listen to the community and work hard to deliver the resources and facilities they need and enjoy.

Our partners both within Council and in the community are an integral part of our success. In September 2017, Yarra Libraries hosted the launch of National eSmart Week, in partnership with the Alannah and Madeline Foundation, and we continued our role with the Australian Digital Inclusion Alliance.

In 2018, the library service partnered with Amaze to produce and launch an online toolkit that will enable Sensitive Storytimes, which are inclusive of children with Autism Spectrum Disorder, to be rolled out to all public libraries in Victoria. This is the first program of its kind in Australia, and Yarra Libraries has helped lead this initiative and has embedded inclusive practices into our storytimes.

Our libraries can change lives every day. Looking ahead, I am positive that the future for Yarra Libraries is bright as we continue working hard to be a home of innovation, inclusion and imagination for our community.

Felicity Macchion
Manager, Yarra Libraries

Continued Growth

It has been another huge year for Yarra Libraries as we continue to grow and extend the reach of our service. The grand opening of Bargoonga Nganjin, North Fitzroy Library, in 2017 set the scene for this year with an increase in opening hours, programming and activities. The Yarra Libraries team has taken full advantage of the opportunity a new library brings, expanding our service offerings, targeting our programs and kicking goals across the board.



New Strategic Plan

This year of growth has been driven by our new strategic plan, which shapes the ways we engage with our community. Our vision for 2017 to 2020 is to Connect, Discover, Inspire.

Six key priorities shape the framework to respond to our community's changing needs:

1. Creating opportunities for learning and literacy
2. Putting people first
3. Connecting with our community
4. Discovering through technology
5. Curating inspired collections
6. Providing places for all people

These priorities emerged from extensive consultation with people across Yarra, including library customers, community members, library staff, Council colleagues, and current and potential partners. The consultation demonstrated that we are all on the same page about how to guide Yarra Libraries over the next three years, and we look forward to making the most of this collective energy to continue evolving with the community's needs.

One Year of Increased Opening Hours

April 2018 marked one year since we revised library opening hours. Through an exhaustive review, benchmarking process and poll of library patrons, we were able to increase the amount of time our five library branches are open each week by a total of 35 hours. In providing more opportunities for our community to access our facilities and services, with no budgetary impact, we have seen visits to our branches increase by a total of 216,485 on the previous year.



Happy Birthday Bargoonga Nganjin!

On 8 April 2018, we celebrated the one-year anniversary of Bargoonga Nganjin, North Fitzroy Library with a fun-filled event attended by more than 200 people. Children and grown-ups alike enjoyed making party hats, pasta necklaces and getting their faces painted before Councillors took the stage to commemorate the wonderful achievement. CARP Productions closed the festivities with a rousing performance that had audiences young and old enthralled. Of course, no birthday party would be complete without a delicious birthday cupcake to take home at the end!

The construction of Bargoonga Nganjin has proven an excellent return on investment, with the library seeing an incredible 300 percent increase in customer visits from the previous branch. If quickly becoming a key fixture of the North Fitzroy skyline was not enough, Bargoonga Nganjin also won a gold prize at the 2018 Melbourne Design Awards, beating three other projects in the public and institutional architecture category.

Improving our Spaces

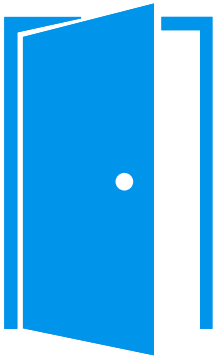
During 2017-18, we continued to refresh our spaces, ensuring maximum utility, flexibility and comfort for our community. In November last year we recarpeted Fitzroy Library, complementing the new shelving and furniture that had been installed previously. Not long after, we turned our attention to Carlton Library, giving it a makeover with new portable shelves to give us flexibility and the freedom to create discrete programming spaces. The refreshed space enabled us to establish Carlton After Hours, a series of evening author talks and readings, which the community absolutely loves. Richmond Library underwent building works to improve the staff working arrangements and facilities for people with disability.

**“HOW LUCKY ARE WE TO HAVE THIS
WONDERFUL FACILITY. THANK YOU –
AND SUCH DEDICATED LIBRARIANS!”**

– Bargoonga Nganjin, North Fitzroy Library customer



Strength to Strength



+38% increase
in library visits

In 2017-18 Yarra Libraries enjoyed another year of impressive growth, with figures growing significantly across the board. Our top three growth areas are Wi-Fi usage (up 88.20%, which is an increase of 78,881 sessions), visits (up 37.88% or 216,485 visits) and computer usage (9841 more sessions than the previous year), demonstrating how important it is for our community to have access to quality technology and welcoming spaces.

Access to Wi-Fi has been our most popular service for several years now, since the bandwidth was first upgraded. It is essential that we remain attentive to the digital access needs of our customers and make improvements to our Wi-Fi capacity, when necessary.



+88% increase
in Wi-Fi usage

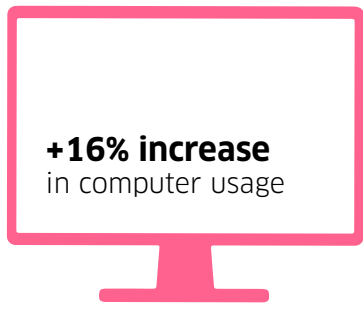
This is the first year that Bargoonga Nganjin, North Fitzroy Library has been open for the entire reporting period, a fact that has resulted in a boost to library visits. We have also received boosts due in part to our ongoing refurbishment and improvements of older library spaces, such as Carlton, Fitzroy and Richmond Libraries.

Space is at a premium for our growing population across the municipality, and our community needs room to relax, learn and socialise. Providing access to technology and flexible spaces for a variety of purposes goes hand-in-hand with this growing need for a community place where everyone belongs.



-17% decrease
in acquisitions

The one exception to the upwards trend would appear to be Acquisitions, but the decrease in variance is in fact a reflection of Yarra Libraries having set a specific budget for new acquisitions the previous year, in order to launch Bargoonga Nganjin, North Fitzroy Library. However, the previous year's investment in our collections can still be seen in the 2017-18 loans, which have increased by almost 12.79%, equating to 98,956 transactions.



+10% increase
in program attendance

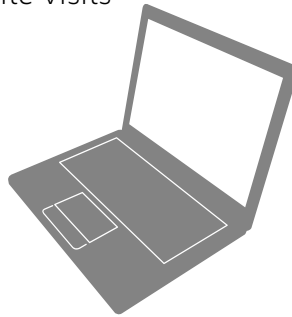


+6% increase
in reference enquiries

+13% increase
in item loans



+6% increase
in website visits



+8% increase
in library membership



KPI	2015/16	2016/17	2017/18	VARIANCE
Wi-Fi Usage	49,651	89,439	168,320	+88.20%
Visits	527,482	571,513	787,998	+37.88%
Computer Usage	56,025	60,863	70,704	+16.17%
Loans	755,186	773,739	872,695	+12.79%
Program Attendance	35,490	37,034	40,642	+9.74%
Membership	52,320	56,028	60,587	+8.14%
Website Visits	619,175	634,105	670,003	+5.66%
Reference Enquiries	31,359	33,724	35,582	+5.51%
Acquisitions	29,781	33,611	27,845	-17.16%

The Thomas, Samuel and George Ewing Trust

Yarra Libraries is fortunate to have the continued support of the Ewing Trust endowment that allows for the development and presentation of a range of events and projects that promote Fitzroy as a centre of arts, literature and lifelong learning.

The relationship between the Ewing Family and Fitzroy Library dates back to before the library was opened in 1877. In 1873, Fitzroy Mayor Thomas Ewing believed it was important for members of the community to develop their intellectual life, and was a driving force behind the Fitzroy Public Library. In 1985, his granddaughter Margaret Ewing Cutten established a trust to support local history projects, and to assist in the development of the library collection.

Ewing Trust events aim to inform, educate, inspire and entertain, while promoting Fitzroy Library as a vital community hub. In the first six months of 2018, The Ewing Trust presented an interesting and diverse range of events with broad community appeal. These events were attended by more than 1500 people and had a positive impact on attendees.

“JUST GREAT TO SEE LIVE MUSIC IN A DIFFERENT CONTEXT - SO MUCH NICER THAN SEEING THEM IN A DINGY BAR.”

- Library Volumes attendee





International Women’s Day Roller Derby Celebration

Yarra Libraries celebrated International Women’s Day in early March by hosting an event featuring members of the Victorian Roller Derby League All-Stars team. The team travelled to the USA to compete in last year’s World Championships and won, becoming the first team from outside the USA to do so.

The team’s captain, Lauren Foote, spoke to an audience of long-time and new fans about how she felt at home with the team culture, and emphasised the importance of inclusion and diversity both within the team and in the local Roller Derby scene.

Library Volumes

Library Volumes is a new and unique series of free musical events, set amongst the shelves at Fitzroy Library. It gives music lovers the chance to hear established and emerging local talent away from the usual bar-and-pub circuit. The series launched in April with performances from Jordan Ireland, a songwriter and composer from North Queensland, and Lucy Roleff, a classically trained, folk songwriter from Melbourne. Jordan has released music with The Middle East and Stolen Violin, and The Purple Orchestra, and Lucy released her debut LP *This Paradise* in 2016 and is currently recording her second album. Library patrons have continued to enjoy the Library Volumes series and the intimate nature of these performances that showcase some of Australia’s most talented musicians.

Bridges to Harmony Festival

In March, the Ewing Trust partnered with the Fitzroy Learning Network, Fitzroy Legal Service, Cultivating Communities and Fitzroy Residents Association to deliver the Bridges to Harmony Festival.

The festival provided a meaningful opportunity for the Fitzroy community to come together. With the sun shining on Condell Reserve, Super Mande Percussion, Studio J, The Senegambian Jazz Band, Baksha and TEK TEK Ensemble took to the stage, got attendees grooving and kept them entertained throughout the day.

Yarra Libraries also provided a sensory chill-out zone, which was a great place to relax amongst the face painting, children's activities, food and celebrations.

“A CELEBRATION OF LOCAL CREATIVE, CULTURAL HISTORY – MADE ME FEEL CONNECTED.”

- Brunswick Street: Art and Revolution attendee

Blakwiz

We were proud to host the third annual Blakwiz, a trivia night with musical performances by Aboriginal artists to celebrate Reconciliation Week in May 2018.

The theme of Reconciliation Week for 2018 was 'Don't Keep History A Mystery', and the questions about Aboriginal culture posed by quiz masters Jason Tamiru and Kerrie Loveless kept the sold out crowd of 80 people entertained and informed. Yarra Libraries staff created a pop-up library in the Reading Room to connect people with our extensive Aboriginal collection, and fun was had by all with reconciliation-themed pictures on our ever-popular green screen.

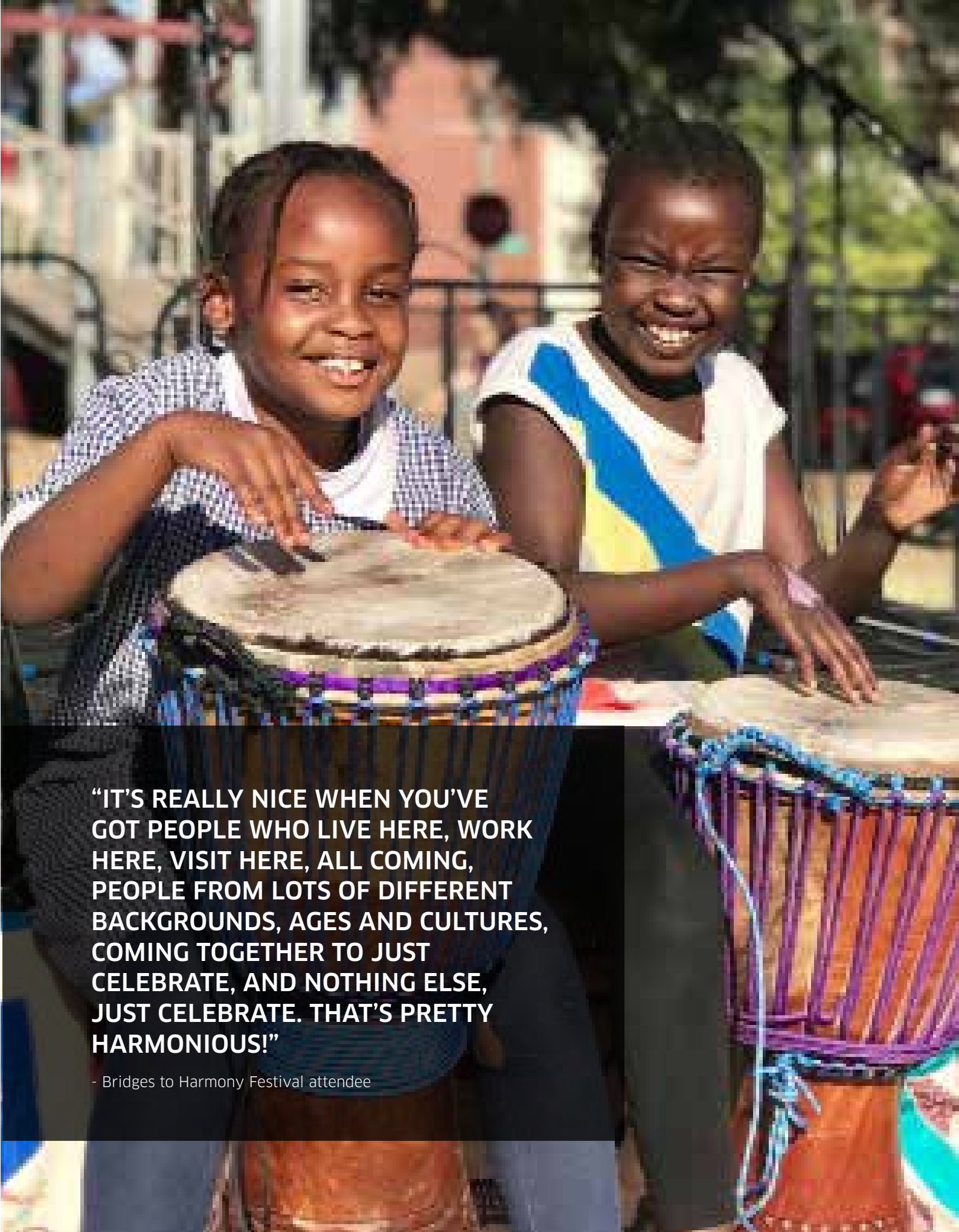
Robert Champion, a Gubrun, Kokatha and Mirning singer and guitarist, delivered stirring performances to open and close a special night on which to remember our shared history and celebrate the substantial contributions Aboriginal people have made and continue to make to the Fitzroy community and the lives of all Australians.

The Green Room

In 2017, the Fitzroy Library training room was refurbished and renamed The Green Room, in recognition of Rosemary Green, a long-time member of the Ewing Trust.

With the Ewing Trust's support, Yarra Libraries equipped this room with resources to help the community engage with technology, transforming the space into a flexible, innovative, creative technology hub.

The room was soundproofed, repainted and has new flooring. It has ten laptop computers, a charging station, an LCD projector and screen, and a speaker system, and is regularly used by community groups and by library staff to deliver tech-related programs. It will be officially launched in 2018.



“IT’S REALLY NICE WHEN YOU’VE GOT PEOPLE WHO LIVE HERE, WORK HERE, VISIT HERE, ALL COMING, PEOPLE FROM LOTS OF DIFFERENT BACKGROUNDS, AGES AND CULTURES, COMING TOGETHER TO JUST CELEBRATE, AND NOTHING ELSE, JUST CELEBRATE. THAT’S PRETTY HARMONIOUS!”

- Bridges to Harmony Festival attendee

Engaging with our Community



Pop-up Libraries

We took our services to the people, setting up pop-up libraries at the Community Information Centre in North Richmond, the community centre on Lennox Street and Belgium Avenue Neighbourhood House.

Staff made Vietnamese, Chinese and Arabic items from our collection available for loan by members of the local Richmond community who often find it difficult to travel to our branches to access our collections and services on a regular basis. Moving around different locations meant we could provide our services to more people. Reaching beyond the walls of our five branches enables us to better serve our diverse communities and we look forward to continuing this work.

Feel Good Fridays

In June we launched Feel Good Fridays – a monthly event connecting people in Yarra who are homeless or experiencing hardship and isolation with support services in a social setting. The program, which is supported by the Ewing Trust, aims to remove barriers to participation by welcoming people into our libraries and introducing some of the services and facilities we can offer. We put on a morning tea in a relaxed, neutral space, and play music, provide games, newspapers and Wi-Fi, and have books to give away.

Local service providers are also invited to attend so that people can find out information and connect with services in a more relaxed, social environment. Infoxchange's Ask Izzy team have been instrumental in the delivery of the program, showing attendees how to connect with local services online through the Ask Izzy website. The team also brings recharge packs to give away, which allow people to charge their mobile device anytime and anywhere.

Feel Good Fridays are already growing with key support coming through the Yarra Housing and Homelessness Network from service providers including St Mary's House of Welcome, St Marks, Royal District Nursing Society and Centrelink. This is an initiative that will continue to thrive as our community connections grow.



Victorian Tech Savvy Seniors

With the continued support of Telstra and the Department of Health and Human Services (DHHS), we were once again able to deliver the Victorian Tech Savvy Seniors (VTSS) program in 2018.

Library staff delivered a series of digital literacy classes to Chinese seniors at the North Richmond Community Centre on Elizabeth Street, with the Chinese Friendship Group promoting the classes to its members. Staff focussed on teaching the participants how to use the popular Chinese social media platform WeChat on their smart phones.

With each class packed out, our Community Programs and Outreach Team also started running monthly IT support programs to respond to the high demand. Delivered in May, June and July, these sessions introduced participants to popular apps and highlighted the benefits of new technology, giving participants more confidence when attending medical appointments and shopping at the market.

Better Together

Each year, Yarra Libraries partners with a number of community groups and organisations to deliver exciting and meaningful programs and events to the public. This year was no different. We hosted three community days and many stand-out partnership events in the last financial year.

Movies in the Park

In March we teamed up once again with Holden Street Neighbourhood House to put on our popular annual outdoor cinema amongst the eucalyptus trees of Holden Street Reserve. This year's movie was the crowd-pleaser *Lion*.

Garth Davis, the film's director and a Fitzroy North local, welcomed the 400 attendees on the night with a speech that provided unique insight into the film. Yarra Libraries set up a sensory chill-out zone, had goodie bags filled with withdrawn books to give away to punters, and was able to provide audio description for audience members with low vision.

This year, we also partnered with the Belgium Avenue and Collingwood Neighbourhood Houses, and the Richmond branch of DHHS to screen films at venues The Factory and The Underground, to small but dedicated audiences from the Richmond and Collingwood housing estates.





Reconciliation on the Rooftop

On 28 May, Yarra Libraries partnered with Aboriginal Housing Victoria (AHV) and SNAICC – National Voice for our Children, to celebrate our second Reconciliation on the Rooftop event at Bargoonga Nganjin, North Fitzroy Library.

The event was a celebration of National Reconciliation Week, which this year was based around the theme ‘Don’t Keep History A Mystery’. It attracted a crowd of around 120 people and was broadcast by 3KND Kool n Deadly radio station.

Colin Hunter opened proceedings with a beautiful Welcome to Country, followed by a speech from the Mayor about the importance of reconciliation in Yarra, reflecting on the Stolen Generations Marker Launch and the reasons we should all acknowledge this significant part of Australian history.

John Patten, the Strategic Business Partner – Culture & Engagement for Museums Victoria, delivered the keynote address. He talked about the importance of trying to understand our histories and how they influence our identity.

Darren Smith, CEO of AHV spoke further on the theme of Sorry Day, history and reconciliation, and was followed by the CEO of SNAICC who talked about the Bringing Them Home report. Paula Selway of AHV and Tanya Wells of SNAICC were joint MCs and did a great job carrying the warm mood of the day.

After attendees attached messages to our Reconciliation Tree, the Djirri Djirri Dance Group, led by Mandy Nicholson, performed. Children from local childcare centres were invited on stage to join in, much to everyone’s delight.

Community Connections Day

At our Community Connections Day, held in October at Richmond Library, attendees were treated to arts and crafts activities, a petting zoo, market stalls and a BBQ.

Staff also delivered digital literacy workshops. Our thanks goes to our partners: SisterWorks, Richmond and Burnley Historical Society, Belgium Avenue Neighbourhood House, Richmond Community Learning Centre and Carringbush Adult Education.

Beat the 3121 Drum

In May, we collaborated with Richmond Community Learning Centre and the Richmond and Burnley Historical Society on Beat the 3121 Drum, a community day highlighting all things Richmond. Activities included gardening workshops, yoga for children, green screen dress-ups, and cooking demonstrations.

One of the biggest hits of the day was our Haunted Richmond bus tours, with the wonderful David Langdon, President of the Richmond and Burnley Historical Society, as our knowledgeable tour guide. Yarra's Community Transport team provided the bus free of charge. Library members were also able to enter a draw to win book bundles and a Richmond Football Club jersey!

Urban Field Day

Next came our Urban Field Day in March with Finbar Neighbourhood House. A family day with a focus on all things sustainability, library staff from different branches teamed up to deliver children's programs and activities, including photo opportunities with the one and only Peppa Pig.

Summer Sounds: A Live Music Series

In February and March 2018, we treated our community to free live music performances in and around Bargoonga Nganjin, North Fitzroy Library. Performers Oscar Jimenez, Chrysalis and Hannah Cameron drew audiences of up to 100 people to their sets, and the Senegambian Jazz Band played to a crowd of 500 lucky punters at the rotunda in Edinburgh Gardens. The popularity of the series has made live music a programming staple.





Food Know How: Sustainable Food Education Series

Our collaboration with Yarra's Waste Minimisation and Agriculture Unit brought the Food Know How: Sustainability Education Series to Bargoonga Nganjin, North Fitzroy Library.

Run in partnership with the experts from Food Know How, the series educated the community about getting the most out of fresh food, avoiding waste, and saving money through planning, shopping and storage.

Attendees learned everything from fermenting kombucha to making cheap, soul warming soups for the winter, and how to grow their own food, whatever size garden they have.

“LOTS OF PRACTICAL TIPS AND IT WAS AN EVENT FOR EVERYONE.”

- Food Know How attendee

Know Your Rights!

Yarra Libraries' partnership with Victoria Law Foundation and our neighbouring Fitzroy Legal Service led to the Know Your Rights! program, a series of regular legal information sessions on different issues that our community members may encounter. Sessions covered rental tenancies, fines and infringements, court appearances and family violence.



**“THE TENT WORKS!
MY GRANDDAUGHTER GOT SCARED
DURING THE LOUD SONGS SO I
ASKED IF SHE WOULD LIKE TO SIT
IN THE TENT. I DIDN'T THINK SHE'D
WANT TO BUT SHE SAT IN THERE,
SANG THE SONGS AND LISTENED TO
ALL THE STORIES.”**

- Sensitive Storytime attendee, after using the
Empowered Kids tent made available at sessions

Sensitive Storytimes

In partnership with Amaze, the peak body for people on the autism spectrum and their supporters in Victoria, and the Public Libraries Victoria Network (PLVN), Yarra Libraries launched the groundbreaking Sensitive Storytime program and online resource for Victorian public libraries. The online resource provides public libraries with the tools and know-how to incorporate elements and actions into their storytimes that will make them inclusive for children who are on the autism spectrum.

Together the partners launched the initiative at Bargoonga Nganjin, North Fitzroy Library, with an address by Amaze CEO, Fiona Sharkie, and a live demonstration of the resource by Yarra Libraries staff for an audience of industry professionals from around Victoria.

Kylie Carlson, Yarra Libraries Community Partnerships and Learning Coordinator, and winner of City of Whittlesea's Access and Inclusion Citizen of the Year Award, gave an account of how her personal experience as a mother of two children with autism and ADHD inspired the development of Sensitive Storytime programming. Through her advocacy in this space, Amaze created the online training resource.

This initiative – the first of its kind in Australia – has been a huge success and the community has responded positively to it. As Kylie noted, 'This is what true inclusion looks like – it's just part of our environment.'



Connecting with Technology

Digital Coaching

Technological change moves at an ever-quickening pace and for many reasons people can find it difficult to keep up. To help people learn more about digital technologies, we deliver free, half-hour digital coaching sessions that can be booked every week at each of our five library branches. Patrons can bring in any device and get one-on-one assistance with everything from basic operation to using apps and navigating the online world. It is one of our most popular programs and some locals now use the service regularly to help navigate their new digital lives.

“IT HAS GIVEN ME THE CONFIDENCE TO USE DIGITAL TECHNOLOGY WITHOUT FEAR.”

- Digital Coaching attendee

Guitar Fuzz Pedal Workshops

In September last year, the Digital and Community Learning team ran workshops that taught participants how to use affordable electronic parts to build their very own fuzz pedal circuits for an electric guitar or bass. These popular sessions took place at Bargoonga Nganjin, North Fitzroy Library, Fitzroy and Collingwood, and sweet music was made.



Be Connected

The Victorian Tech Savvy Seniors program, which Yarra has delivered successfully in multiple languages for several years, has been replaced by Be Connected, a series of workshops to engage seniors with digital technologies and improve their digital literacy. This year we partnered with Lively, an organisation that trains and employs young job seekers to help older people use technology. It is a great partnership and Lively has helped us bridge the generational divide while closing the digital one.

These free and accessible sessions focussed on a range of topics such as using search engines, sharing and storing photos, socialising online, and staying safe on the internet. Participants benefited from being able to ask questions in a supportive environment with a guiding hand from the next generation.

Make Music on an iPad

In November, the team provided the opportunity for people of all ages to have hands-on fun using library iPads to compose and record music. Playing virtual instruments and using free software to lay down their original tracks, all participants, musician and non-musician alike, were able to crank out some tunes.

The workshops took place at Richmond and Carlton Libraries, and were followed up with a workshop especially for young people over the summer holidays.

“THANK YOU FOR SHARING YOUR KNOWLEDGE IN A SUPER INSPIRING WORKSHOP SURROUNDED BY LIKE-MINDED PEOPLE. THE PASSION AND LOVE OF MUSIC WAS REFLECTED IN BOTH YOUR DELIVERY OF THE WORKSHOP AND THE ENTHUSIASM OF THE PARTICIPANTS, WHICH CREATED A REALLY FUN ENVIRONMENT TO GET CREATIVE IN. I REALLY APPRECIATE YOUR BALANCE OF THEORY AND PRACTICE.”

- Make Music on an iPad attendee

DIY Graphic Design

In May, staff delivered an introductory course on how to use online tools such as Canva, a free graphic design platform, to create posters, images for digital social media and online publication. Attendees explored the elements of successful design and workshopped their creations. Everyone involved enjoyed the session, shared their pro tips and expressed a desire to gather regularly to collaborate on designs.

Introduction to Podcasting

In June, patrons ranging from 25 to 65+ attended a booked-out Introduction to Podcasting session in The Green Room at Fitzroy Library. Library staff spent three hours teaching attendees how to plan a podcast, how to purchase or rent equipment, and the ins and outs of editing, distributing and promoting the final product. Feedback was extremely positive and attendees called for follow-up sessions on audio editing workshops. This inspired us to explore the potential of a library podcast channel.

Tuesday Tech Club

In the second school term we launched a new program at Bargoonga Nganjin, North Fitzroy Library: Tuesday Tech Club. Developed by Yarra Libraries' Children's and Youth Services team to be fun and inclusive, the program was rolled out to engage children interested in creative technologies such as Lego We-Do, Ozobots and Sphero. Attendance rose each week, and a second staff member was called in to assist with delivery - a promising sign that our community has a thirst for new and exciting technologies.

“TECH CLUB IS SUPER COOL. I LIKE THE TOYS!”

- Tuesday Tech Club attendee



Promoting our Collections

Our focus over the past year has been to grow and develop our collection according to diverse community needs. During the process, we have granted better access to collections – both online and offline – and offered our community more choice to read and listen to what they love and explore new interests.



Red Hot Reads

In November last year we launched our Red Hot Reads collection to provide customers with access to fashionable, interesting and in-demand titles, without having to search the shelves or wait in a holds queue. The collection offers customers a window into our collection and demonstrates our commitment to reflecting the varied tastes of readers. Since launching Red Hot Reads, each item in the collection of 400 books has been borrowed on average 11 times. It is heartening to know that with the number of loans totalling more than 5,500, this collection has proven popular with our community.

Subject Lounges

We took advantage of the need to refresh our libraries to improve the way we present our collections. In particular, we rearranged our non-fiction collections into subject lounges to better reflect the way customers browse and interact with information. Our ten subject lounges are grouped under broad interest categories, such as House & Garden and Health & Wellbeing, and were developed to re-create the familiar book store browsing experience.

Early Learning Kits

As part of our commitment to our early literacy development program, Million Stories, we created a set of early learning kits for parents and carers to take home and extend the fun and activities of Pre-school Storytime. The kits were designed to help foster positive cognitive, physical and social development in children and contain a variety of resources to enable this. We are proud to provide this collection, which steps away from the traditional book and DVD formats libraries typically provide. The popularity of these kits has inspired us to consider adding more unconventional items to our collection.



Looking Ahead

The hard work of 2017-18 has positioned us well to take on the new opportunities and challenges of the year ahead. We have built a solid foundation in our first year actioning the strategic plan, and we have some exciting prospects for year two.

Our projects for the year ahead include driving a collaborative adult literacy project with the Adult Literacy Innovation Working Group, and taking an active role in the State Library of Victoria's Libraries Change Lives campaign.

We will continue to champion accessibility and social inclusion, and lead the way in creating quality community-led programming.

Our core priorities give us the framework we need to enable the community to form deeper connections, discover new things and find more inspiration - both within the library walls and beyond.





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ARABIC

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SIMPLIFIED CHINESE

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GREEK

ΓΙΑ ΠΛΗΡΟΦΟΡΙΕΣ ΣΤΑ ΕΛΛΗΝΙΚΑ ΣΧΕΤΙΚΕΣ ΜΕ ΑΥΤΟ ΤΟ
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ITALIAN

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