



# Yarra Libraries

## Annual Report 2015-16

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# Annual Report 2015-16

## MAYOR'S MESSAGE

I am very pleased to present the Yarra Libraries Annual Report 2015-2016. Yarra Libraries plays an integral role in facilitating lifelong learning and creativity in the City of Yarra.

This year, Yarra Libraries increased its focus on digital literacy and adapting its ever-widening range of programs and activities to meet our community's changing needs.

This included continuing to be a driver of early literacy within Yarra, as demonstrated by the One Million Stories program, which has seen children across Yarra reading, listening to and sharing stories as they work together to reach one million.

We have invested in library facilities, with the construction of the much-awaited \$14.5 million North Fitzroy Community Hub, Bargoonga Nganjin, commencing this year and the Richmond Library refurbishment being completed with the assistance of a Living Libraries Grant from the State Government.

There is much to look forward to in the year ahead. The next Yarra Libraries Strategy will be developed, a new library website will be released, and Bargoonga Nganjin is set to open in early 2017. It has been a great pleasure to watch Yarra Libraries evolve in its continued service of our community.



**Cr Roberto Colanzi**  
**Mayor**  
**Yarra City Council**

## LIBRARY MANAGER'S MESSAGE

Yarra Libraries has continued to connect with the community over the past year through the delivery of personalised services, vibrant collections and diverse programs.

Across 2015-16 Yarra Libraries hosted 527,482 visits, supported 755,149 loans, delivered 35,471 programs and events, facilitated 49,651 Wifi sessions and had 619,175 hits to the Yarra Libraries website.

We were very excited to launch One Million Stories, a Yarra Libraries early literacy initiative developed in conjunction with Yarra's Family Services branch and the Alice Springs Public Library Service. This innovative program is an opportunity for parents, grandparents, carers and educators to contribute to the learning outcomes of our local children with "a story a day for every child."

The introduction of self-checkout has freed up library staff time to deliver a dynamic calendar of events across our great municipality. Partnerships are more important than ever, inspiring ideas and encouraging the exploration of opportunities beyond the traditional scope of libraries to create an environment rich in possibilities.

Technology is no longer a stand-alone element of Yarra Libraries' service but an enabler of everything we do. We have worked closely with both our staff and customers to provide digital literacy skills, recognising that such skills are critical to the long-term economic and educational success of the local community.

Thankyou to Yarra Libraries' dedicated staff, the Yarra community and our loyal customers for helping Yarra Libraries remain a vital source of information, learning and creativity within the City of Yarra.



**Margherita Barbante**  
**Manager Library Services**  
**Yarra City Council**

# About Yarra Libraries

## A BUSY YEAR

This is the last year of the most recent Yarra Libraries plan Building Community Discovery. The strategy has guided our programs and services from 2013 through to 2016, and everyone at Yarra Libraries is rightly proud of how much has been achieved during this time. Recent milestones for Yarra Libraries include the refurbishment of Richmond Library, commencement on building the North Fitzroy Community Hub, and the recent installation of self-checkout stations at all library branches. Thanks to these investments, Yarra Libraries' staff have been freed up to focus more proactively on programs and services, as we work to evolve our customer service to a new level. It has been a productive period of transformation in our staff, facilities and services, and now we look forward to using this momentum to take on new ideas, new technologies and new challenges.

## FUTURE FOCUS

In preparing to develop the new strategic plan, we will be building on solid foundations, including the Yarra Libraries Learning Framework, released in 2015. The Learning Framework is a key development in our approach to fostering lifelong habits of learning, self-empowerment and self-expression. The educational, informational and recreational needs of our library users are rapidly changing, and we must look ahead with an

open and creative perspective on the library of the future. We will take stock of our progress to date, listen to the community's priorities, and build on our capacity to provide a welcoming, inclusive and stimulating library service.

## OUR COMMUNITY

Yarra Libraries provides access to a diverse range of collections, services and activities across five branches, as well as online at our Virtual Library. While we view all of our branches as a whole service, we also acknowledge that the neighbourhood for each location is unique.

Yarra Libraries strives to meet the needs of a population of great socio-economic and cultural contrast. By investing in our community through our facilities, services and programs, we ensure that our public libraries remain a valued information resource and a socially inclusive, equitable space for all.

## YARRA LIBRARIES ADVISORY COMMITTEE

In 2015-16, the Yarra Libraries Advisory Committee was co-chaired by Yarra's Mayor, Cr Roberto Colanzi, and Cr Sam Gaylard. They were joined by the Library Management Team and six community representatives. The committee plays an active role in providing advice on how Yarra Libraries can best meet the needs of the community.



• April 2016: Yarra Libraries partnered with the Atherton Gardens Housing Estate committee to hold an inaugural Family Fun Day

# Building Better Libraries

## RICHMOND LIBRARY REFURBISHMENT

In 2016 Council received a Living Libraries Grant of \$65,504, from the Department of Environment, Land, Water and Planning, and contributed an additional \$150,000 to enable the complete interior refurbishment of Richmond Library. This allowed Yarra Libraries to completely reinvent and open up the space on the library floor, decluttering and introducing new carpet, paint, colours and furniture, and increasing the number of public PCs from 12 to 22.

The new moveable shelves offer the flexibility to change the layout for events and activities, creating more space or intimacy as needed. Available seating in the library has doubled, and the comfortable, multipurpose furniture will better support Yarra's library users to spend time in the library for a range of activities, such as using the Wi-Fi, making and creating, working, studying, reading, talking, meeting up or playing games. However patrons choose to use the library, they are ensured a comfortable environment with the modern facilities and flexibility they need and deserve.

## BARGOONGA NGANJIN, NORTH FITZROY LIBRARY

This year building commenced on the much anticipated North Fitzroy Library and Community Hub. With the works well underway, this flagship facility is on track to open in early 2017. Many years in the making, and



with a total budget of approximately \$14.5 million, this project represents a major investment by Council, with support from the State Government's Living Libraries Fund. The facility will include a variety of services, including maternal child health, an Access Yarra customer service point, and community activity and meeting spaces. In consultation with the Wurundjeri Tribe Land and Compensation Cultural Heritage Council, the library will take the traditional name Bargoonga Nganjin, meaning 'gather everyone'. It will be an iconic building that complements the history and character of North Fitzroy and serves the Yarra community for many years to come.



**Yarra Libraries regularly receives feedback from individual users across the year, expressing satisfaction with and gratitude for the libraries' services and facilities.**

*'I love the staff giving out as much info and advice as you like, and the library has such a calming atmosphere!'*  
Janet, Fitzroy, July 2015

# Onwards and Upwards

Building on the upward trend shown across the board in 2014-2015, Yarra Libraries' statistics continued to improve in 2015-2016.

Customer visits increased by 11.8%, at their highest level since 2012. Following the Wi-Fi upgrade, the number of Wi-Fi users rose by 52%, an exceptionally large increase. Library membership also increased by 2.8%. Some statistics do show a slight decline; this is in part due to the branch closures which were necessary

to enable RFID installation across all branches, and the refurbishment of Richmond Library. Yarra Libraries enjoys a high level of community satisfaction and support and is pleased to be seeing momentum build through the investments being made in facilities, services and programming for the community.

**Booked Out Events 62**  
2015/2016: 62 EVENTS FULLY BOOKED IN ADVANCE

**Visits +11.8%**  
2014/2015: 471,795 • 2015/2016: 527,482

**Wireless Internet +52%**  
2014/2015: 32,615 • 2015/2016: 49,651

**Memberships +2.8%**  
2014/2015: 50,874 • 2015/2016: 52,320

KPIs	2015/16	+/- 2014/15
Loans	755,149	-1%
Visits	527,482	+11.8%
Membership	52,320	+2.8
Reference Enquiries	31,359	-15%
Activity Attendance	35,471	-1%
Acquisitions	29,781	+1.65
Computer Usage	56,025	- 4%
Wireless Usage	49,651	+52%
Website Visits	619,175	+1%

*'This library has the best book collection. I always find something unexpected... Choices are informed and comprehensive in what they seek to cover. Thank you to all the staff for making it such a delightful place to spend time.'*  
Fitzroy Library patron, April 2016

# Investing in our Community



## SELF CHECKOUT IS HERE!

In late 2015, Yarra Libraries installed self checkout stations at every library branch. This project was a huge undertaking by all library staff, who prepared every item in the collection

for the self checkout system. It also represents a sizeable and important investment by Council in the way that Yarra Libraries can service the community, with library staff now freed from having to spend the bulk of their time checking items in and out. This has enabled them to engage with patrons more flexibly and pro-actively. The old-fashioned service desks, which took up a lot of floor space, were removed and replaced with smaller, less intimidating information points. The new system has proved very popular with library patrons, with approximately 90% of all checkouts processed via self-service. The system has also enabled staff to spend more time on other services, such as programs, activities and community outreach. This technological change has had a huge impact, greatly benefiting both library staff and the community, by streamlining borrowing and enriching the breadth of service that Yarra Libraries is able to provide.

## LEARNING TOGETHER

This year saw Yarra Libraries launch a new array of programs and activities to facilitate and encourage life-long learning under the guidance of the Yarra Libraries Learning Framework. With a \$30,000 boost from a successful New Initiatives bid Yarra Libraries supported new partnerships with community service providers and established new programs of activities, which included: One Million Stories, an early childhood learning initiative; Family Fun Days, with involvement from Atherton Gardens and Richmond housing estates; the Discover Digital program, a range of digital coaching and educational activities; electronics and computer programming workshops; and the Brain Bank, in partnership with Brotherhood of St Laurence, to help non-English speaking community members navigate e-government and other essential services.

## SUPPORTING SUSTAINABILITY

Yarra Libraries actively promotes sustainability in the community by offering a Green Gadgets collection for borrowing. The gadgets include up-to-the minute technology to help people monitor their energy usage and find ways to reduce their environmental footprint and save money. In 2015-16 the collection was expanded to include new thermal imaging technology. The FLIR One thermal-imaging camera shows otherwise invisible thermal energy in a colour-coded display to help find sources of heat loss and inefficient energy usage. It is complemented by the library's new 'point and click' infrared thermometer, which can simply be aimed at any surface to give a temperature reading that will help locate draughts and thermal leaks.

## SPEAK MY LANGUAGE

In addition to having diverse language collections and subscriptions, which attract people from all over Melbourne, Yarra Libraries runs numerous programs and services for people who are culturally and linguistically diverse. During August 2015 we once again celebrated Chinese Reading Month with a comprehensive program that included workshops, author events, a calligraphy talk, and a Chinese book and film selection day. Vietnamese Reading Month took place in May 2016, with local crowds enjoying Vietnamese talks, film screenings, writing workshops and pop songs, and a day to select additional items to grow the collection. This year Yarra also introduced regular scheduled visits to Yarra's Greek Senior Citizens' group, which have proved very popular, and has held a regular conversation lounge for those wishing to improve their English-speaking skills. Yarra Libraries advertises the regular shifts of linguistically diverse library staff so that library patrons can receive quality customer service in languages other than English. Additionally, some regular library programs, such as story times and digital training programs, also have bilingual sessions available in some languages.

A language diversity highlight during 2015-16 was the Aboriginal Language Awareness Workshop sponsored by the Ewing Trust. In response to popular demand, an extra session was scheduled in the lead up to Reconciliation Week. The workshop was run by Mandy Nicholson from the Victorian Aboriginal Corporation for Languages (VACL) and explained the foundations of the local Woiwurrung and Boonwurrung languages and their revival in a contemporary context.

# Community Events and Programs

This year has seen the Yarra Libraries program of events and activities go from strength to strength, and our library users have taken note.

One of the reasons that we have been able to extend our reach so successfully is that we have nurtured a focus on outreach, forming connections with our community and local service providers. From this, many wonderful ideas have taken shape.

Yarra is also fortunate to have the continued financial support of the Ewing Trust endowment, which contributes to programs and collections at the Fitzroy Library, and enables Yarra Libraries to employ a program facilitator. During the past year, the Trust has enabled us to have many varied events and workshops, including author events, featuring best-selling authors and respected thinkers, Aboriginal language programs about the Woiwurrung and Boonwurrung languages, and a Family Fun Day at the Atherton Gardens Estate. The amount contributed by the Ewing Trust varies from year to year; in 2015–2016 it was \$110,000.

**Here are some standout highlights from our 2015–2016 events program:**

## ONE MILLION STORIES

One Million Stories is a ground-breaking project in early childhood literacy. Launched in May, it is an initiative that will encourage people to share stories, poetry and song with their children to boost their development. Every story read, spoken or sung will be recorded as we work towards our goal of collecting One Million Stories. In its first month, 112 families registered to take part, with stories also being counted through childcare centres, schools and library storytime sessions. As of June, only one month into the project, the story tally had already reached 19,826!

## LEGO MINDSTORMS

In February 2016, children aged from eight to 12 years took part in an exciting seven-week, hands-on course to build robots using Lego Mindstorms kits. In addition to building the robots, the children learned to program them using a simple computer programming language.

Working together in pairs to create solutions for a variety of challenges, the children were introduced to electronics, mechatronics and computer language basics. Excited participant comments can be summarised with one child's exclamation, 'OMG MUM IT WAS AMAZING!'

## AUTHORS IN CONVERSATION

Award-winning authors George Megalogenis (Walkley-Award-winning journalist and author) and Christos Tsiolkas (*The Slap*, *Dead Europe*, *Loaded*) appeared at Fitzroy Town Hall in conversation on Megalogenis's recent book, *Australia's Second Chance: how we became comfortable in our migrant skin*. Megalogenis argues that throughout Australian history, high immigration has usually correlated with prosperity and an ability to survive economic downturn. This timely conversation by two outstanding authors set out the background for an important topical issue. The event attracted a captivated crowd of almost 150 people, and was supported by the Thomas, Samuel & George Ewing Trust, in partnership with publishers Penguin Random House and local bookseller Brunswick Street Bookstore.

## BRAIN BANK

Working in partnership with the Brotherhood of St Laurence, Yarra Libraries holds regular 'Brain Bank' sessions to provide assistance to refugees, asylum seekers and migrant communities to navigate online government services, complete forms and apply for jobs. People can make a booking with a skilled volunteer for one-on-one help. Brain Banks are available regularly at each library branch and are often booked out ahead of time. In the future, Yarra Libraries intends to complement this type of assistance with information sessions by the Department of Human Services about the myGov suite of eGovernment services.

- **For someone with thousands of bees over their right shoulder, librarian Connor manages to summon a huge smile. Over her left shoulder is beekeeper Peter Dwyer from Backyard Honey, following our Suburban Beekeeping event at Richmond Library.**

*'I just want to say how wonderful the library service is. I read a lot on a wide range of subjects and always find inspiration at the library. Staff are always helpful; we are so lucky in this community to have such a facility - I really appreciate it.'*

*Pippa, Richmond, June 2016*







• Lego Mindstorms



• Melbourne Storm's Ben Nakubwai, One Million Stories launch



• Sadie Chandler's Paperwork (detail)

## U3A

Yarra Libraries has enjoyed a long and productive relationship with the University of the Third Age (U3A), and is pleased to have been able to extend this partnership during 2015-16. U3A has been working with Yarra Libraries to plan pop-up, community-led events that tap into the expertise and knowledge of the community to share skills and reach new demographics. The libraries' regularly scheduled Tea, Talk and Technology sessions are also run in partnership with U3A, who provide a casual and welcoming environment for people aged over 55 to socialise and learn about technology.

## INFOXCHANGE

Infoxchange, a social enterprise that focuses on social justice through digital inclusion, worked in partnership with Yarra Libraries in 2015-16 to expand our digital training activities. Infoxchange assisted in the delivery of the very popular iPad training classes, amongst other initiatives, which grew into the Yarra Libraries Discover Digital program.

## FAMILY FUN DAYS

In April 2016, Yarra Libraries partnered with the Atherton Gardens Housing Estate committee to hold an inaugural Family Fun Day on the estate grounds in Fitzroy. Local community service providers had information stalls, Yarra Libraries offered information about digital services and devices, and the community enjoyed entertainment including a free sausage sizzle, face painting and a petting zoo. Following on from the event's great success, the day will become an annual event.

## ART EXHIBITIONS

In partnership with Yarra City Arts, Yarra Libraries houses exhibition spaces across three different branches. Fitzroy and Richmond libraries have display areas inside, and there are lightboxes on the wall alongside Carlton Library. Yarra City Arts curates exhibitions throughout the year in all three spaces, with each show running from four to eight weeks.

**One of this year's most popular pieces was Paperwork by North Carlton artist Sadie Chandler, which was shown at Richmond Library from November 2015 to January 2016. In Sadie's own words:**

"The wallpaper work *Paperwork* at Richmond Library was a collection of hundreds of original individual ink drawings of images in drawn frames, pasted one on top of the other and covering the entire wall surface. The drawings in black ink and felt tip pen on paper were an accumulation of images jostled together with portraits, landscapes, still lives, and other art historical references, giving a sense of an infinite archive of scenes and stories.

My work has mostly involved painting and drawing, and out of these the wallpaper works have evolved. They are a way of making a lot of images culminating in one very large work without taking up too much space and without a lot of material. The wallpaper works are temporary and after the exhibition they are destroyed, as the pasted drawings are peeled off the wall. It is a bit sad to see them go, but that's what makes them spontaneous and exciting.

I am a library user, based in Carlton North, and I like that libraries house so many stories and collections. This is reflected in my work with the use of layers of images and the idea of an archive, museums and collections. I like that a library is accessible to everybody, it's a good place to show art."

More information about the Yarra City Arts exhibition program is available at [yarracityarts.com.au](http://yarracityarts.com.au), and you

*Joined @YarraCouncil libraries online, and now I've got access to all these e-books I can borrow. So excited. (Small things make me happy)*

*Tweet from @KimAroundTown, June 2016*



• Make, Do and Mend at Collingwood Library



• Atari Punk Synth Sessions

can find out more about Sadie's work at [www.sadiechandler.com](http://www.sadiechandler.com). She will be exhibiting at Charles Nodrum Gallery in Richmond in 2017.

## MAKE, DO & MEND

The sewing program Make, Do and Mend has been steadily growing over the last year. Now taking place across three branches, Make, Do and Mend has brought together a wide range of library patrons as they develop their sewing skills in a collaborative and welcoming environment. Yarra Libraries provides sewing machines, materials and guidance, and library users bring the inspiration.

**Sree Nellerichal is a regular attendee at Make, Do & Mend and had great things to say about the program.**

**Why did you decide to attend Make, Do & Mend?**

I only recently moved to Yarra after setting up a small boutique gift shop called Pookipoiga. Having to work with local and international artists, I have a lot of admiration for people who create things and sewing was something I wanted to get my hands on for a long time. It sounded like great timing as well as a bonus to interact with the community!

**What did you make?**

I made a scarf for my partner and a hat for myself. What did you like most about the program?

It encourages creativity and I love the fact that we repurpose the fabrics, which is kind of what we do in our shop. Very environmentally friendly, you learn a skill, get to meet people. Triple impact!

**If someone asked you what type of things you can learn and do at Yarra Libraries, what would you say?**

I am yet to take full advantage of Yarra Libraries and feel like there are more things you could learn from them than what I know. I would think that the answer could be anything under the sky as you have got great resources like Lynda available through the Library.

## MOVIES IN THE PARK

Holden Street Neighbourhood House helped Yarra Libraries create an open air cinema in North Fitzroy, for our Movies in the Park event. Held at Holden Street Reserve, the movie *Whale Rider* was screened on a mild March night for an appreciative audience of more than 250 people. A successful partnership, and an enjoyable community evening, this popular debut event will definitely be back once the weather warms again.

## ATARI PUNK SYNTH SESSIONS

These sessions gave attendees the opportunity to build their own electronic mini-synthesisers and experiment with different sounds and effects. [Check out the great video](#) made by staff member Dan to get an idea of what the workshops involved. The feedback for this program was overwhelmingly positive, with the workshops providing the unique combination of DIY electronics and music.

## POP-UP LIBRARIES

Yarra Libraries took to the streets, or rather the tracks, with pop up libraries for commuters at East Richmond and Clifton Hill station. Staff set up early to provide paperbacks and info about Yarra Libraries' services to passengers and rail staff alike. This is yet another way that Yarra Libraries is reaching out into the community and bringing services directly to customers.

*'Huge congratulations on [the] range of activities. As a regular patron I have never seen anything approaching the diversity, depth [and] excellence of this program of activities. The digital sessions make the library instantly relevant and accessible for many people. Please keep this excellent new standard up.'*

*Collingwood Library patron, May 2016*

## CAPTURE YARRA

In April, Yarra Libraries and Yarra Youth Services put out the call to all creative young people to enter the Capture Yarra photography competition. Competition entrants aged 12-18 were asked to submit a photo that showcased their Yarra. The three judges awarded a prize for three different age categories, in addition to a People's Choice Award. All entrants' photos were exhibited in Fitzroy Library throughout May 2016.

**Poppy Ward, aged 12, had this to say about her winning picture, Tram Gateway:**

What made you submit this particular photo? What do you like best about it?

Because I wanted a photo that had some light trails. And I like how it has the tram going through it.

What do you like best about your community? And why did you choose to show it off this way?

I like the Vietnamese restaurants around Victoria Street so I decided to take the photo there.

Is photography a new hobby or is it something you have been doing for a while?

I've been taking photos for a while now and I went to the photography workshop at the Carlton Library during the Easter holidays which gave me the idea to enter the photo competition.

How do you feel about being nominated?

I feel very excited!



• Evening Light - Lillian Gutteridge



• The Bus Stop Lounge Room - Ella Cox



• Tram Gateway - Poppy Ward



# Bridging the Digital Divide

## WIFI UPGRADE

In November 2015, Yarra Libraries upgraded the public wifi at all library branches. The upgrade included moving to a different system and installing access points in all community meeting rooms, where previously there was no coverage. Since the upgrade, wifi usage statistics have increased considerably and continues to trend upwards with very little downtime.

## DISCOVER DIGITAL

The Discover Digital program grew in response to the increasing need to support the people in our community who have limited digital literacy, and either no or limited access to online technologies. Starting out with basic iPad introductions, the program has now expanded to include everything from using Gumtree, to digital marketing, to researching the history of a house online or learning to use social media for business. Yarra Libraries also offers specialised one-on-one help through digital coaching sessions, where customers can bring in their device and ask us anything. If customers are unable to make it into the branch, our librarians will come to them. Our Home Library Service offers personalised assistance with mobile devices and will even bring the iPad. Additionally, regular outreach work is undertaken, with recent visits including onsite digital training sessions at Collingwood Neighbourhood House and Rushall Park.

## DIGITAL BOOT CAMP

As part of the National Year of Digital Inclusion (NYDI) Yarra Libraries received funding from GoDigi to run a Digital Boot Camp. The event was held at Citizens Park, Richmond, and covered basic navigation and functions of tablets/phones, accessing eBooks and much more. The digital coaching team was formed to help the

Yarra community learn how to easily, and safely, use digital tools in their everyday life with one-on-one help sessions aiming to support online skills and confidence using technology and online resources. The Digital Boot Camp was such a successful event, the digital coaching team now runs regular pop-up coaching and information stalls at other Council and community events.

## LYNDA.COM

Lynda.com is a leading online learning resource offering more than 3,400 courses with 129,942 video tutorials, covering technical skills, creative techniques, business strategies, and much more. In addition to providing this wide range of quality courses free to library members, Yarra Libraries has been able to make use of Lynda.com for internal training as well, encouraging staff to engage and make use of this extensive educational resource. At the end of June 2016, all library staff were undertaking digital citizenship training through Lynda.com, to support the final step for Yarra Libraries to gain eSmart Libraries accreditation.

## ESMART LIBRARIES

eSmart Libraries is a cyber safety and wellbeing initiative designed to help public libraries educate their users to use technology in a way that is safe, smart and responsible. Since 2013, Yarra Libraries has been working through the requirements of the eSmart Libraries Framework to achieve eSmart accreditation, which is finally on track to be approved in late 2016. The accreditation recognises Yarra Libraries as a safe digital environment with a commitment to providing library users with ongoing training and information about online safety. It also assures the public that our staff members are qualified, responsible, knowledgeable digital citizens.

*'The consideration and quality of showing beginners, mainly elderly, how to use an iPad was wonderful. The patience of going over and over ways of doing tasks says so much about teachers who make coming so enjoyable.'*  
Basic iPad attendee, Richmond Library, October 2015

# Our People

Meet three members of the Yarra Libraries Team



**Hong Huang**  
Community Engagement Officer  
19 years at Yarra Libraries

*The best thing about my job is...*

To see people going home not just with stuff from the supermarket, but a book which can feed their soul.

*I recommend checking out...*

[PressDisplay!](#) It covers 82 countries and 39 languages. One screen, much information!



**Natasha Savic**  
Digital & Community Learning Liaison  
9 months at Yarra Libraries

*The best thing about my job is...*

Being able to share my knowledge and develop programs to increase staff and community digital literacy skills.

*I recommend checking out...*

Learning resource: [Lynda.com](#)  
[Digital collections](#): eBooks, eMagazines and more!



**Felicity Macchion**  
Coordinator Community Learning & Partnerships  
2 years at Yarra Libraries

*The best thing about my job is...*

Making a difference in our community members' lives, which is so rewarding. The lifelong learning resources, training and programs for the whole community make up a big part of what Yarra Libraries are about.

*I recommend checking out...*

Our fantastic programs we offer for all ages, across our five branches. Go to our website to check them all out!

[General program information](#)

[Storytime](#), [Rhymetime](#) and [Babytime](#)



• Award-winning authors George Megalogenis and Christos Tsiolkas appeared at Fitzroy Town Hall in conversation on Megalogenis's recent book, *Australia's Second Chance: how we became comfortable in our migrant skin*.



## Looking Ahead

Building on the momentum of this productive year just past, Yarra Libraries will continue to provide engaging, inclusive and imaginative services for the whole community.

Through development of the new strategic plan, we look forward to identifying medium and long-term goals that will address the community's evolving needs. When the new North Fitzroy Library, as part of Bargoonga Nganjin, opens in 2017, Yarra Libraries will have new opportunities to work together with other Council services, and provide an improved access point for the North Fitzroy community.

Yarra Libraries' focus on digital literacy will keep growing, as we strive to facilitate online participation for all Yarra residents. Our dedication to nurturing partnerships will also remain a significant part of the library service, as we continue to seek out new collaborative possibilities across a range of sectors. By reaching out to make new connections, across the community and within Council, we are building a better library service for everyone.

*'The librarians are exemplary! You would find it very hard to replace them. They go out of their way and are patient, enthusiastic and hugely knowledgeable. They make me feel happy to use the library more than I usually would. BRILLIANT.'*

Ariana, Fitzroy, July 2015

<b>CARLTON LIBRARY</b>	667 Rathdowne Street, North Carlton
<b>COLLINGWOOD LIBRARY</b>	11 Stanton Street, Abbotsford
<b>FITZROY LIBRARY</b>	128 Moor Street, Fitzroy
<b>NORTH FITZROY LIBRARY</b>	240 St Georges Road, North Fitzroy
<b>RICHMOND LIBRARY</b>	415 Church Street, Richmond
<b>TELEPHONE</b>	1300 695 427
<b>WEBSITE</b>	<a href="http://www.yarracity.vic.gov.au/libraries">www.yarracity.vic.gov.au/libraries</a>

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**ARABIC**

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**GREEK**

ΓΙΑ ΠΛΗΡΟΦΟΡΙΕΣ ΣΤΑ ΕΛΛΗΝΙΚΑ ΣΧΕΤΙΚΕΣ ΜΕ ΑΥΤΟ ΤΟ ΈΓΓΡΑΦΟ Ή ΤΗ ΔΗΜΑΡΧΙΑ, ΠΑΡΑΚΑΛΟΥΜΕ ΚΑΛΕΣΤΕ ΤΟ 9280 1934 ΚΑΙ ΑΝΑΦΕΡΕΤΕ ΤΟΝ ΑΡΙΘΜΟ **REF** ΠΑΡΑΚΑΤΩ.

**ITALIAN**

PER AVERE INFORMAZIONI IN ITALIANO SU QUESTO DOCUMENTO O SUL COMUNE, SI PREGA CHIAMARE IL NUMERO 9280 1931 E CITARE IL NUMERO DI RIFERIMENTO (**REF** NUMBER) SOTTOINDICATO.

**SPANISH**

PARA INFORMACIÓN EN CASTELLANO SOBRE ESTE DOCUMENTO O SOBRE EL AYUNTAMIENTO, LLAME AL 9280 1935 Y CITE EL NÚMERO DE **REF** DE MÁS ADELANTE.

**VIETNAMESE**

ĐỂ BIẾT THÔNG TIN BẰNG TIẾNG VIỆT VỀ TÀI LIỆU NÀY HAY VỀ HỘI ĐỒNG, XIN HÃY GỌI SỐ 9280 1939 VÀ NÊU SỐ **REF** DƯỚI ĐÂY.

**REF 14083**

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