YARRA LIBRARIES LEARNING FRAMEWORK

Building Community Discovery

Yarra LIBRARIES | CITY OF YARRA

Introducing the Learning Framework

Public libraries around the world are going through a period of great change. Available technologies and the requirements of our communities are rapidly shifting and we need to find new and innovative ways to respond.

By increasing participation in all forms of learning we can breakdown systemic barriers and foster an inclusive, connected community.

This document intends to guide development, inspire ideas and encourage the exploration of new services and programs that are beyond the traditional scope of Yarra Libraries' existing services. The principles outlined here provide a foundation on which we can build strong partnerships with formal and informal learning providers and other community organisations.

Customer service and our collections will always be at the core of what we do, but the exciting changes that are underway across the library sector give us an opportunity to complement established services with a new approach.

Background to the Learning Framework

Yarra Libraries' vision is Building Community Discovery. Through this vision we will create a dynamic model for learning and creativity that meets the specific needs of Yarra's community.

At each stage of life there are different drivers for learning and engagement. Our programs and services are targeted according to age and language requirements, to help us identify the different priorities of each part of our community.

By providing access to multi-lingual information and resources we aim to empower people to participate fully in community and cultural life. Access and inclusion for people who have a disability is an important consideration across all demographics.

Priority Areas

We consulted with the community, our stakeholders, and other service providers to find out what matters most to them. Specifically, we asked what they want to see from the library of the future. Here are the key priorities that we identified together:

1. Accessibility

With constant changes in technology, and fewer unskilled job opportunities, access to learning and resources is essential for breaking down socio-economic barriers. People in our community have a diverse range of backgrounds and needs, and so the library service must be flexible and responsive. Outreach to assist those who are most isolated, as well as 24-hour digital access to a virtual library environment are some of the ways that we can promote inclusivity.

2. Spaces

Within Yarra and other inner-city areas, space is increasingly at a premium and there is demand for libraries to accommodate an ever-widening range of activities. Spaces that are quiet but that allow for noise, are active and creative while allowing for silent concentration, and in which we can be together or alone, are among the common requests from our community. Our branches will always be places where people can relax and discover new ideas, and we will continue to strive for inspiration and flexibility in both our physical and virtual environments.

3. Technology

Technology changes at an exponential rate. Learning about technology, both formally and informally through workshops or opportunities for play, enhances our lives and connects us to the world. Yarra Libraries encourages our community to use, explore and enjoy new technologies and we will work with community learning providers to ensure that everyone can have fun with it in their own way. Increasingly, libraries can use technology to assist the community to create content and preserve valuable resources for future generations.

4. People and Community

Lifelong learning promotes wellbeing by facilitating opportunities for social connection, economic inclusion and intercultural understanding. People in the inner-city are leading increasingly individual lives in high-density apartments, without the same connections to their neighbours and community. Building our community's social and cultural capacity by creating opportunities to connect with each other and work collaboratively is an important focus for our activities and programs.

Target Demographics

Key Age Demographics

Babies and Pre-schoolers (0 to 4)

- Early language, literacy and numeracy
- Discovery through creative play
- Support for parents and carers in their role as their child's first teacher

Primary Schoolers (5 to 11)

- Opportunities for formal and informal learning
- Language, literacy, numeracy
- Discovery through creative play
- Encourage out-of-school engagement, participation and social connection
- Access to digital technology

Secondary Schoolers (12 to 17)

- Additional learning and study support
- Opportunities for out-of-school engagement, participation and social connection
- Career and training pathways to support readiness for employment
- Access to digital technology
- Participation and engagement in community life (active citizenship)

Older Persons (60 onward)

- Diverse range of formal and informal learning opportunities
- Active participation, engagement and social engagement
- Rediscovery of the library
- Access to digital technology

Adult (25 to 60)

- Diverse range of formal and informal learning opportunities (retraining, upskilling or transitioning from the workforce)
- English language and literacy skills for adults
- Rediscovery of the library
- Access to digital technology

Young Adult (18 to 24)

- Diverse range of formal and informal learning opportunities
- Career and training pathways to support readiness for employment
- Access to digital technology

Languages

Yarra Libraries provides access to multi-lingual information and resources, tailoring programs and services in response to our community's linguistic and cultural needs. By providing this support we aim to empower people to participate fully in community and cultural life. The top six languages other than English spoken across Yarra are:

1. Vietnamese   2. Greek   3. Italian   4. Cantonese   5. Mandarin   6. Arabic

Partnerships

In order to provide the diverse range of services sought by our community, Yarra Libraries is seeking to establish partnerships of mutual benefit with other service providers.

By sharing resources and expertise, we can extend our reach beyond traditional service delivery models and methods, enhance and innovate in the available range of programs and services, and encourage sustainable, accessible ways of working. Examples of partnership programs that would support formal and informal learning opportunities include:

- homework support
- training in new technologies
- cultural awareness
- research guidance
- social activities
- information and community education
- creative workshops
- employment pathways
- content creation

Opportunities

If you would like to hear more about our programs and services, or if you are a potential partner with an idea as to how we might collaborate, we would welcome your input.

For more information contact:

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www.yarracity.vic.gov.au/libraries

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