

Greater Dandenong
LIBRARIES STRATEGY
2022–2026





Acknowledgement

The City of Greater Dandenong respectfully acknowledges Aboriginal and Torres Strait Islander people as the First Australians and the Traditional Owners of the land and continues to acknowledge and respect their continuing connection to culture and Country.

Council acknowledges the contribution of the community, sector and industry who shared their knowledge, experience and aspirations to inform this strategy.

The City of Greater Dandenong is a Child Safe Organisation, working to protect children from harm through upholding the Child Safe Standards in every interaction with children and young people.

The *Gender Equality Act 2020* requires local government to take positive action towards promoting gender equality in their policies, programs and services. A Gender Impact Assessment has been completed in line with the development of this strategy to ensure that accompanying actions are inclusive and promote equity.

In January 2020, Council declared a 'Climate and Ecological Emergency' and committed to emergency action on climate change. Sustainability is a core principle of this strategy, with emphasis placed upon embedding our commitment across work practices; and in advancing young people and families' efforts to positively contribute to the environment.

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FOREWORD

Greater Dandenong City Council is committed to ensuring our libraries provide a place of inspiration, knowledge, learning, connection, and creativity.

The *Greater Dandenong Libraries Strategy 2022–2026* has been developed in response to community, stakeholder and industry feedback, and provides guidance to enhance Council's library service so that is safe, trusted and accessible.

Greater Dandenong City Council acknowledges and pays respects to the Bunurong people of the Kulin Nation, as the Traditional Custodians of the lands and waters in and around Greater Dandenong.

We value and recognise local Aboriginal and Torres Strait Islander cultures, heritage, and connection to land as a proud part of a shared identity for Greater Dandenong.

Greater Dandenong City Council pays respect to Elders past, present and emerging and recognises their importance in maintaining knowledge, traditions, and culture in our community.

Greater Dandenong is also a refugee welcome zone and welcomes humanitarian migrants in our community, as we have done for generations.

This strategy outlines actions for Council to empower people with the literacy skills, resources, and opportunities to pursue their aspirations, foster joy, curiosity, and connection.

Council maintains a strong focus on addressing disadvantage. Through the support of our dedicated and caring library staff, our library collections, engagement activities, spaces and technology, people in our community are supported to live happy, healthy lives.



Libraries exist for everyone and play an important role in our community. We are committed to removing economic, health and social barriers to ensure our library service is inclusive, safe and accessible to all.

Over the coming years we will focus on growing our service and broadening our reach. We will increase our physical locations in growth corridors and increase the types of libraries and engagement activities we offer our community to enhance their literacy, learning and social connection.

We value the contribution and collaboration with our community, government and industry partners to overcome resource constraints, reach new audiences, advance our service offering, and scale our impact in a mutually beneficial way.

Council looks forward to implementing the actions of this strategy so we can realise our vision and present an engaging and innovative best practice library service that benefits and supports our culturally diverse community.

A handwritten signature in black ink, appearing to read 'Jim Memeti'. The signature is stylized and written in a cursive-like font.

**Greater Dandenong City Council Mayor,
Cr Jim Memeti**



ABOUT OUR LIBRARY SERVICE

Our library service makes a vital contribution to the social, cultural, economic, educational and health and wellbeing development of our City. We are a dynamic service that strives to identify important and otherwise unmet community needs. We facilitate and promote health and wellbeing initiatives; lifestyles; social equity; access and inclusion; and lifelong learning.

In our strategy, our priorities are explained based on how they relate to each of the following five functional areas.

Collections

With over 150,000 physical and digital items in our collection the libraries strive to ensure collections and content is accessible to all community members.

Our collection development aligns with the library's strategic service direction through materials and resources that support and represent diversity, and meet the community's informational, recreational, lifelong learning and wellbeing needs.

Engagement

Annually, we deliver over 1,000 programs to an inhouse, outreach and virtual audience. Our programs are designed to support literacy and lifelong learning and encourage social connection and wellbeing. Our program partners include Local Learning Centres, Council departments, educational institutions, local community groups, organisations and advocates.

People

Our library staff are the heart and soul of the library service. They are committed to supporting our community's needs in a caring way and work in a cooperative team environment to empower the individual and the community to imagine, explore and understand. Our team is provided with the skill development and resources to respond effectively to community needs in a supportive and innovative community service culture.

Spaces

Our service has two physical branches, in Dandenong and Springvale. We also offer a third virtual branch with online access 24/7 and a Library Lounge will be included in the new Keysborough South Community Hub. We have a successful outreach program that improves access and inclusion for community members with accessibility issues. Our outreach work also involves introducing our service to non-users and utilising established relationships to engage with hard-to-reach members of the community.

Technology

The scope of our work in technology has expanded significantly over the past few years. It now includes the provision of innovative technology, software and facilities, running digital programs such as coding, building staff skills and facilitating a virtual library.

We provide the opportunity for users to access new and emerging technologies to raise awareness, build lifelong skills and aim to assist in reducing the digital divide by assisting to navigate increasing technology changes in the modern world.

The importance of our library service

Some of the key statistics that speak to the importance of our library service in our community include¹:



93% of our community rated our library service as important to them



25,000 people attending library programs annually



150,000+ physical and digital items in our library collection



EFT of 64.2 staff members



75,000 library members



Range of resources in 18 Community languages (including English).

¹Library Patron Satisfaction Survey, 2021



What our community has to say about us:

“ I think it's so great that the library can put on these events for free. It allows me to try things I've never done before. And makes me proud to live here. ”

“ Just a note of gratitude to you for all the support you gave me when preparing for my IELTS exam. I am now working as a classroom music teacher and instrumental teacher at both private and public schools. I've bought a house in Pakenham and life is going well. Remember you always. ”

“ I love your Art Series and Library After Dark series! Thank you for organising these events, they are fun, creative and perfect for these stressful times. ”

“ I would like to share my gratitude to the Council of Greater Dandenong for the tremendous work they have done in the beautiful design and innovative architectural work. Springvale library has such an inviting study space and creates a great learning environment. Seeing the transformation is a delight. Thank you to everyone who serves our community. ”

“ Today it is a lucky day for me to meet the staff at Springvale Library. I want to feel more confident to join in the Aussie community. Without this help it is really hard for a new person like me to find the information and begin life in Australia. I love the Springvale library and I wish I could know about it earlier so I could save time and enjoy more activities in Australia. ”



Strategic context

Our strategy has been influenced by our local and state policy context and the needs of our community. The key influences are detailed below.

Community Vision and Council Plan

Our library service will support the Community Vision and Council Plan to create a city that is healthy, vibrant, innovative and creative.

Council Plan objective	Library strategy response
A socially connected, safe and healthy city	<p>Priority: Improving health and wellbeing outcomes through literacy, learning and social connection.</p> <p>Example projects and initiatives:</p> <ul style="list-style-type: none"> * Continue to develop relevant collections to support literacy, life-skills, a reading culture, education, employment and health and wellbeing outcomes. * Through our programs and referral services, provide targeted health, wellbeing and literacy programs and early years programming. Explore and implement new life-skill and literacy programs.
A city that respects and celebrates diversity, our history and the arts	<p>Priority: Ensuring we are an accessible and inclusive service that is responsive to and reflective of our community.</p> <p>Example projects and initiatives:</p> <ul style="list-style-type: none"> * Engage with community to explore opportunities for co-design and co-delivery of programs and initiatives. * Continuing to provide digital resources, technology, tools and training to enable those who have limited at-home digital access or digital literacy.
A city of accessible, vibrant centres and neighbourhoods	<p>Priority: Growing our service and reach through our physical, digital and outreach streams.</p> <p>Example projects and initiatives:</p> <ul style="list-style-type: none"> * Offer through partnership referral pathways and cross-promotion opportunities with grassroots organisations, small businesses, Council departments and community groups access to services available in the broader community. * Further explore opportunities to invest in new library service models such as mobile check-outs, mobile help kiosks, pop-up libraries and the hub models.
A green city committed to a sustainable future	We will ensure that all our work is guided by Council's environmental sustainability practices.

ABOUT OUR STRATEGY

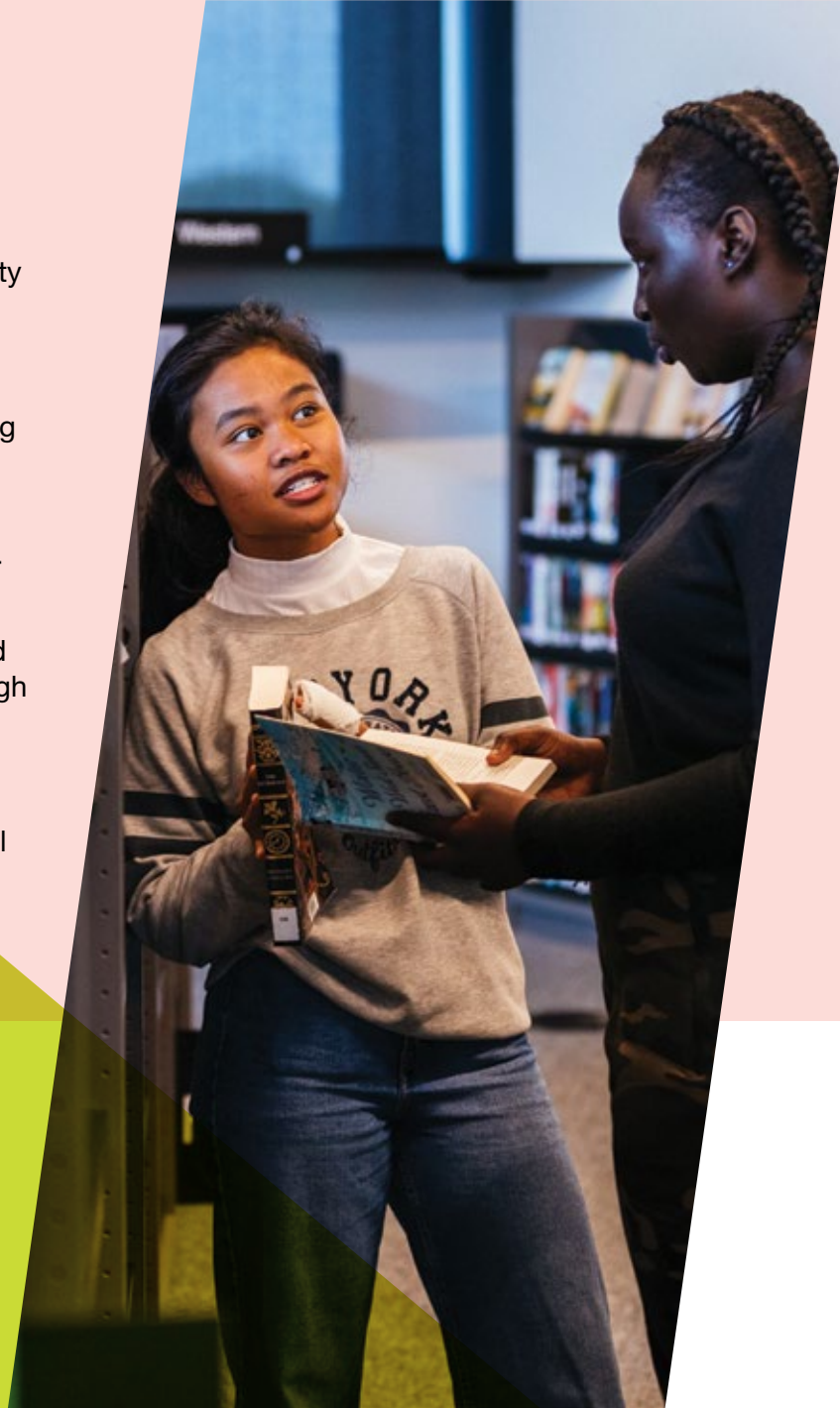
Purpose and Intent

The *Greater Dandenong Libraries Strategy 2022–2026* sets a vision and direction for library services in our city. The strategy will guide library service decisions, investment and action in best supporting our community over the next four years.

In line with community aspirations, we will continue to deliver a library service that supports all in our community to live fulfilling lives. We will do this by providing access to knowledge, information and literacy support whilst also providing opportunities for connection, inspiration and creativity for increased wellbeing outcomes.

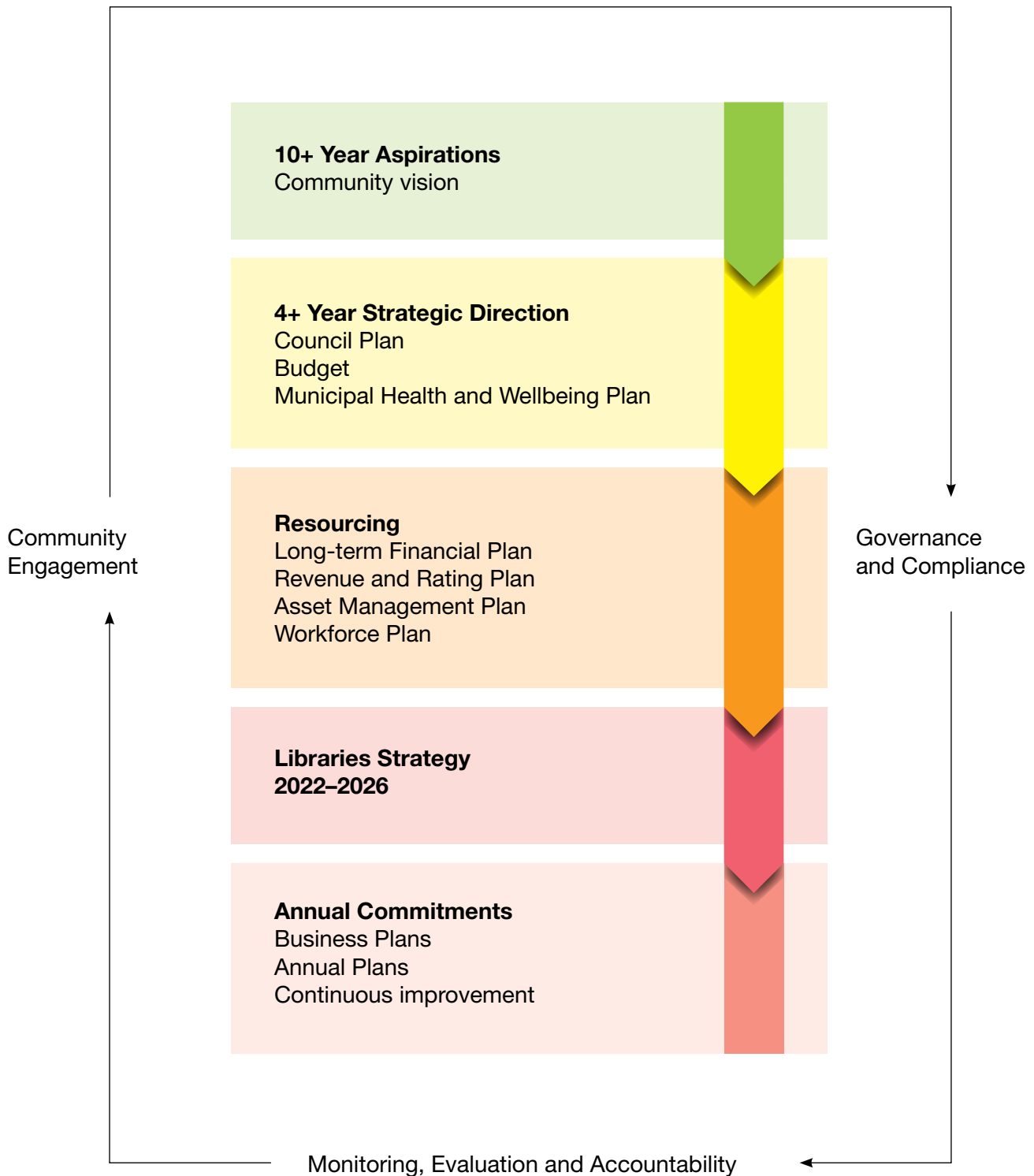
This strategy supports the Council Plan and Community Vision and was designed through an extensive engagement process with our local community, partners, thought leaders, staff and other stakeholders.

We would like to express our gratitude to all who participated in our strategic planning process and shared their perspectives, experiences and ideas.



COUNCIL CONTEXT

The diagram below represents the relationship of the *Greater Dandenong Libraries Strategy 2022–2026* within the broader context of Council’s key strategic documents and plans.



What our strategy consists of

The *Greater Dandenong Libraries Strategy 2022–2026* comprises of four key pillars:

A vision for libraries that articulates the long-term shared aspirations our community, staff and stakeholders have for the City of Greater Dandenong library service.

A theory of change which articulates the medium and long-term impacts we seek to create for the City of Greater Dandenong through the library service, and how we will achieve it.

Key strategic concepts which detail the future strategic direction; vision for libraries; the outcomes we seek; and what we will focus on to achieve our outcomes and bring the vision to life.

An action roadmap which details the key projects and activities we will undertake over the next four years to deliver on the strategic priorities.



Our vision for libraries:

We are a place of inspiration, knowledge, learning, connection and creativity. Our library service is safe, trusted and accessible, and our caring team is committed to the community.



The Lounge

THEORY OF CHANGE

Our theory of change articulates the medium and long-term impacts we seek to influence for the City of Greater Dandenong through our library service, and how we will achieve it.

OUR CONTEXT

The City of Greater Dandenong's library service changes lives. We play a multi-faceted role in impacting positive change across learning, literacy, social connection and employment, and we adapt with resilience to the context of our community and the needs of our diverse people and partners.

Our community is growing, diverse and resilient, yet, we also face challenges, some of which are significant. Some of these challenges include poor mental health, social isolation, low levels of literacy, a lack of access to physical and technological resources, support services and programs, and safe spaces to work, learn and gather. This often leads to poor outcomes in health, wellbeing, education, employment and housing.

For our partners and those seeking to address these challenges in our community, it is often difficult to reach their cohorts, and have the adequate resources to support our community's needs.

There are also many opportunities in our community. Many people are looking to transform their lives and that of their families, build critical life skills and literacy, connect with others and nurture a sense of community pride.

Over the coming years, we will play a critical role as a place for inspiration, knowledge, learning, connection and creativity. We are safe, trusted and accessible and our library team members are caring and committed to our community.

OUR ACTIVITIES

Providing physical, digital and technological resources that build literacy, support educational and personal goals.

Creating a safe, accessible and inclusive space for our community to enjoy, learn and work.

Facilitating activities that develop and inspire life-long learning, connection and literacy.

Fostering partnerships with others in our city referring and collaborating on solutions together.

Connecting and collaborating with our community to inform our work and advocate for their needs.

Fostering a community culture that encourages and celebrates reading, learning and literacy.

OUR OUTCOMES



Increased levels of functional, digital and health literacy.

Reduced social isolation and increased wellbeing.

Increased representation of Aboriginal voice in culturally safe ways.

Increased sense of belonging, cross cultural cohesion and collective community pride.

Increased access to physical and technological resources and services.

Increase in non-user activation, and a decrease in disengaged users.

Reduced educational and employment inequalities.

Increased collaboration between libraries, service providers and government.

Increased referrals between libraries and partners that exist in the community service ecosystem.

Increased participation with the digital and public sphere.

OUR IMPACT



An accessible service that supports learning, literacy and wellbeing needs

Our community feels safe, represented and included in our libraries. Our collections, engagement, spaces and technology services support holistic positive impact – from accessing new and innovative resources, to building life skills and literacy, to supporting connection, wellbeing and enjoyment.

Impactful, mutually-beneficial partnerships

We have strong partnerships with peak bodies, community groups and partners. Together, we co-design, cross promote and deliver services, programs and outreach activities. This maximises our collective efforts across education and literacy, health and wellbeing and employment.

Library service growth supported by a culture of innovation

We are a growing service, with an increasing number of physical libraries in our city, increased digital engagement and outreach activities. Growth is supported by upskilling and supporting our team to advance professionally, and be innovative in a supportive work culture.

OUR VISION FOR LIBRARIES:

We are a place of inspiration, knowledge, learning, connection and creativity. Our library service is safe, trusted and accessible, and our caring team is committed to the community.

STRATEGY ON A PAGE

Our strategy on a page provides an overview of the key strategic concepts that will guide library service decisions, focus areas, investment and activity.

OUR VISION FOR LIBRARIES

We are a place of inspiration, knowledge, learning, connection and creativity. Our library service is safe, trusted and accessible, and our caring team is committed to the community.

THE ROLES WE PLAY

Through our library collections, engagement activities, spaces and technology, we empower people with the literacy skills, resources and opportunities to pursue their aspirations, foster joy, curiosity and connection and address disadvantage to ensure people can live happy, healthy lives. The key roles we will play over the coming years are:



Providing physical, digital and technological resources that build literacy, support educational and personal goals.



Creating a safe, accessible and inclusive space for our community to enjoy, learn, work and gather.



Fostering partnerships with others in our city – referring and collaborating on solutions together.



Facilitating activities that develop and inspire lifelong learning, connection and literacy.



Connecting and collaborating with our community to inform our work and advocate for their needs.



Fostering a community culture that encourages and celebrates reading, learning and literacy.

OUR FOUR-YEAR ASPIRATIONS

The long term outcomes we seek in the delivery of our vision for our users, community and Council are:

An accessible service that supports learning, literacy and wellbeing needs

Our community feels safe, represented and included in our libraries. Our collections, engagement, spaces and technology services support holistic positive impact – from accessing new and innovative resources, to building life skills and literacy, to supporting connection, wellbeing and enjoyment.

Impactful, mutually-beneficial partnerships

We have strong partnerships with peak bodies, community groups and strategic partners. Together, we co-design, cross promote, seek funding opportunities and deliver services, strategic programs and outreach activities. This maximises our collective efforts across education and literacy, health and wellbeing and employment.

Library service growth supported by a culture of innovation

We are a growing service, with an increasing number of physical library spaces in our city, increased digital engagement and outreach activities. Growth is supported by upskilling and developing our team to advance professionally, and be innovative in a supportive work culture.



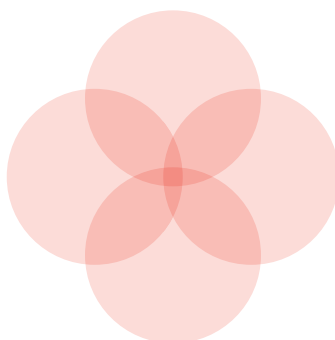
OUR 4-YEAR STRATEGIC PRIORITIES



The focus areas we will develop over the next four years to achieve our long-term aspirations:

Improving health and wellbeing outcomes through literacy, learning and social connection

Growing our service and reach through our physical, digital and outreach streams



Ensuring we are an accessible and inclusive service that is responsive to and reflective of our community

Developing strong and collaborative partnerships to help scale our impact for community

OUR STRATEGIC ENABLERS

The key requirements to drive and enable us to deliver on our strategy:

Profile and recognition as an institution that builds trust, awareness and engagement with our community and partners.

Technically skilled and resourced staff, who understand the needs and values of our diverse City and its people.

Strong relationships and recognition within Council that reinforces our value and supports partnerships and investment into our service.

Recognition of, and self-determination of the Aboriginal Traditional Owners – The Bunurong people.

Financial sustainability and resourcing from Local and State and Federal Government and strategic partners that enables us to deliver on our strategy.

STRATEGY IN DETAIL

2040 Community Vision

The City of Greater Dandenong is a home to all. It's a city where you can enjoy and embrace life through celebration and equal opportunity. We harmonise the community by valuing multiculturalism and the individual. Our community is healthy, vibrant, innovative and creative. Our growing city is committed to environmental sustainability.

Our vision for libraries

We are a place of inspiration, knowledge, learning, connection and creativity. Our library service is safe, trusted and accessible, and our caring team is committed to the community.

The roles we play

Through our library collections, engagement activities, spaces and technology, we empower people with the literacy skills, resources and opportunities to pursue their aspirations, foster joy, curiosity and connection and address disadvantage to ensure people can live happy, healthy lives. The key roles we will play over the coming years are:



Providing physical, digital and technological resources that build literacy, support educational and personal goals.



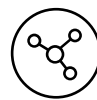
Creating a safe, accessible and inclusive space for our community to enjoy, learn, work and gather.



Fostering partnerships with others in our city – referring and collaborating on solutions together.



Facilitating activities that develop and inspire lifelong learning, connection and literacy.



Connecting and collaborating with our community to inform our work and advocate for their needs.



Fostering a community culture that encourages and celebrates reading, learning and literacy.



Four-year aspirations

The long term outcomes we seek in the delivery of our vision for our users, community and Council are:

An accessible service that supports learning, literacy and wellbeing needs

Our community feels safe, represented and included in our libraries. Our collections, engagement, spaces and technology services support holistic positive impact – from accessing new and innovative resources, to building life skills and literacy, to supporting connection, wellbeing and enjoyment.

Impactful, mutually-beneficial partnerships

We have strong partnerships with peak bodies, community groups and strategic partners. Together, we co-design, cross promote, seek funding opportunities and deliver services, strategic programs and outreach activities. This maximises our collective impact across education and literacy, health and wellbeing and employment.

Library service growth supported by a culture of innovation

We are a growing service, with an increasing number of physical library spaces in our city, increased digital engagement and outreach activities. Growth is supported by upskilling and developing our team to advance professionally, and be innovative in a supportive work culture.



Strategic enablers

The key enabling factors that will drive and allow us to deliver on our strategy:

- * Recognition of, and self-determination of the Aboriginal Traditional Owners – The Bunurong people.
- * Profile and recognition as an institution that builds trust, awareness and engagement with our community, Council and partners.
- * Technically skilled and culturally cognisant staff, who understand the needs and values of our vibrantly diverse City.
- * Strong relationships and recognition within Council that reinforces our intrinsic value and our positive impact on our community.
- * Resilient and adaptive internal processes that allow our service to transform with agility demanded by the changing landscape.
- * Financial sustainability and resourcing from Local and State and Federal Government and strategic partners that enables us to deliver on our strategy.

Guiding principles

These guiding principles underpin and guide how we will work over the coming years as an organisation:

Community first:

Our community is at the heart of our libraries. We are responsive to the needs of our community, we strive to be adaptive, proactive, and compassionate in all our actions.

Inclusive, safe, and welcoming:

Our libraries, like our city, welcomes all people. We provide safe and inclusive spaces for all members of our community irrespective of race, age, gender, sexuality, ethnicity, ability, and economic status.

Collaborative service:

We are a collaborative organisation. We seek to create great outcomes for community collectively, both within and outside our organisation.

Innovative – Try, test and measure:

We are a leading library that values creativity and innovation in our people, and within our community. We have a culture of continuous improvement, where we are unafraid to try and test new initiatives.

Strategic priorities in detail

Priority 1: Improving health and wellbeing outcomes through literacy, learning and social connection

Over the coming years, we will focus our efforts on positively impacting our community across the social determinants of health and wellbeing, including literacy and education, employment outcomes, early childhood development; social connection and joy. Within this, we will also focus on supporting those who are most marginalised to help address inequities in our community, which has significant impact on health, wellbeing and overall quality of life outcomes.

Our role will be multifaceted: building literacy; creating opportunities for social connection; providing free access to physical collections and digital resources, spaces and technology; connecting people to social service agencies; and removing barriers for people to access our services. To demonstrate our positive impact, we will continue to measure the immediate, short and long-term impacts our work creates.

Project and initiatives

Response to this priority:	
Collections	1.1 Continue to develop relevant collections to support literacy, life-skills, a reading culture, education, employment and health and wellbeing outcomes.
Engagement	1.2 Through our programs and referral services, provide targeted health, wellbeing and literacy programs and early years programming. Explore and implement new life-skill and literacy programs. 1.3 Strengthen collaborative partnerships with other community groups where programming, physical and virtual spaces, collections and other infrastructure can be mutually leveraged. 1.4 Design, embed and implement a transparent monitoring and evaluation process to measure the impact of our library service.
People	1.5 Invest in professional development opportunities for staff and instil a culture of learning and succession planning through access to local, national and global development activities, self-paced learning and Australian Library and Information Association or other sector accredited and recognised courses as well as opportunities for staff across the organisation to network and represent our libraries at industry events locally and internationally.
Spaces	1.6 Continue and expand the facilitation of safe, accessible functional physical and virtual spaces that can be utilised for gathering, learning, creative expression, wellness initiatives and recreation.
Technology	1.7 Continue to roll-out digital literacy programs, supported by providing excellent and relevant technology infrastructure. 1.8 Develop our social media and online presence, to promote and build awareness of our activities, with a focus on in-house programming, services, spaces and collections focused on literacy, learning, employment skills, health and wellbeing. 1.9 Provide access to appropriate technologies that support digital literacy and lifelong learning.



Priority 2: Ensuring we are an accessible and inclusive service that is responsive and reflective of our community

Libraries exist for all people, so it is essential that our libraries are inclusive, safe and accessible to all our community members. Our objective is to ensure all patrons, communities and groups feel safe to access and utilise our library services by removing economic, health, social barriers to access.

Project and initiatives

Response to this priority:	
Collections	2.1 Ensure our collection curation meets the evolving, inclusive and accessible needs of our community. This will include community engagement in line with the Libraries' 4-year Collection Development Plan.
Engagement	2.2 Develop our marketing plan to increase public awareness and engagement with our community. 2.3 Engage with community to explore opportunities for co-design and co-delivery of programs and initiatives. 2.4 Undertake intersectional inclusion training on forms of accessibility including disability, mental/physical health, LGBTQI+ and cultural safety and equity. 2.5 Instigate a customer experience driven approach to accessing and participating in library services and activities.
People	2.6 Recruit staff with a deep understanding of our community values, needs and contexts. This will include creating a recruitment process that identifies candidates with broad transferrable skillsets, a learning mindset, and values that are needed for an evolving library service.
Spaces	2.7 Advocate to Council to increase accessibility for our community in all our library spaces. 2.8 Explore pop-up library models in council owned, and public spaces with high public utility.
Technology	2.9 Enhance our website, catalogue, and mobile app accessibility for a more user-friendly experience. 2.10 Expand our digital presence through continued compliant cataloguing standards and website works in support of current and future accessibility of the Libraries' collections and service offerings. 2.11 Continuing to provide digital resources, technology, tools and training to enable those who have limited at-home digital access or digital literacy. 2.12 Continue to develop library technology and self service facilities and systems to ensure best practice accessibility and inclusivity.

Priority 3: Growing our service and reach through our physical, digital and outreach streams

Over the coming years we will focus on growing our service and broadening our reach by increasing our presence and engagement in the community. We will seek opportunities to engage with disengaged, inactive or non-users of our library service, and drive awareness and use of our services, programs and our facilities. Within this priority, we will also respond to the growth of our city’s population (and changing demographics) by increasing the physical, digital and technological mechanisms and sites through which we engage with our community.

As a service, we will also focus on increasing our physical locations in growth corridors; increasing the types of libraries we offer (e.g. hubs, lounges, pop-ups); increasing service points and various models of delivery. To enhance the public value we create for the community it is imperative to reach this growing and potentially inactive segment of the city.

Project and initiatives

Response to this priority:	
Collections	<p>3.1 Implement our 4-year Collection Development Plan in line with the strategic direction of our service, coupled with a reflective annual review of impact achieved each year.</p> <p>3.2 Continue to embed and cross-promote collections through library programming and in physical and virtual spaces.</p>
Engagement	<p>3.3 Offer through partnership referral pathways and cross-promotion opportunities with grassroot organisations, small businesses, Council departments and community groups access to services available in the broader community.</p> <p>3.4 Explore Community Engagement and member retention products to enhance the user experience.</p>
Spaces	<p>3.5 Develop and implement a sustainable procurement plan.</p> <p>3.6 Action the recommendations from the Library Services feasibility study and facilities Plan (2020) in emerging growth corridors to engage more members of the community.</p> <p>3.7 Further explore opportunities to invest in new library service models such as mobile check-outs, mobile help kiosks, pop-up libraries and the hub models.</p>
Technology	<p>3.8 Continue to invest in developing our technology, digital spaces, and infrastructure so that patrons may engage with our service in a variety of formats.</p> <p>3.9 Use data analysis to effectively monitor, evaluate and improve our physical and digital assets and services.</p>

Priority 4: Developing strong and collaborative partnerships to help scale our impact for community

In order to support our community, it is imperative for us to collaborate with our partners on shared goals. It will be critical for us to strengthen our relationships with internal and external partners at all levels from grassroots to state-wide peak organisations, to overcome resource constraints, reach new audiences, advance our service offering, and scale our impact in a mutually beneficial way.

Critically, we will leverage our strengths to co-design and co-deliver programs with our partners. Within this it will be important that we take a collaborative approach to engage with our partners across our collections, spaces and technology.

Project and initiatives

Response to this priority:	
Collections	<p>4.1 Develop more partnerships with community-based organisations to provide access to our collections in satellite locations. This could continue to include sustainable collection repurposing activities with local schools, community groups and not-for-profit organisations.</p> <p>4.2 Develop viable internal opportunities to cross promote Council’s resources and spaces with the use of library collections.</p>
Engagement	<p>4.3 Develop and strengthen partnerships, referral pathways and cross-promotion opportunities with grassroot organisations, small businesses, Council departments and community groups to increase community awareness and strengthen our portfolio of services.</p> <p>4.4 Develop co-designed and co-delivered programs and services with existing and new partners that can be effectively cross-promoted and leverage our mutual resources.</p> <p>4.5 Strengthen our internal capacity and capability for partnership management by allocating resources, skill development and time for partnership development.</p> <p>4.6 Seek opportunities for grant funding and sponsorships to increase financial resources to enable us to create greater reach and impact in the community.</p>
People	<p>4.7 Engage and strengthen relationships with peak bodies to broaden resource and learning opportunities for our services and team.</p> <p>4.8 Active participation in Public Libraries Victoria and State Library of Victoria sector training networking and collaborative opportunities including state-wide project working groups, special interest groups and opportunities for both staff development and representation of our diverse community perspective.</p>
Spaces	<p>4.9 Explore partnership opportunities to enable library spaces to exist outside of our physical sites. This could include new library lounges in a range of social, commercial and public spaces across our City.</p>
Technology	<p>4.10 Support the delivery of engagement activities and programs through the provision of technology, digital tools, infrastructure, and training.</p>



Springvale Library

Springvale Community Hub,
5 Hillcrest Grove, Springvale

Dandenong Library

225 Lonsdale Street, Dandenong



1300 630 920



CGDlibraries@cgd.vic.gov.au



greaterdandenong.vic.gov.au/libraries



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