Minutes

Library Advisory Committee
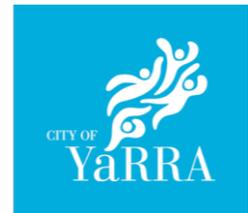
Statement of Recognition of Wurundjeri Land

Yarra City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners and true sovereigns of the land now known as Yarra. We also acknowledge the significant contributions made by other Aboriginal and Torres Strait Islander people to life in Yarra. We pay our respects to Elders from all nations and to their Elders past, present and future.

Date/Time	**Monday 13 November** 6.00pm – 7:30pm Bargoonga Nganjin, North Fitzroy Library
Attendees	Sophie Wade: Councillor Tomas Zagoda: Committee Member Emery Houltham: Committee Member and Anna Houltham: Guardian Suyin Lam: Committee Member Vicky Guglielmo: Manager Libraries, Arts and Events Natasha Savic: Coordinator Library Resources, Technology and Operations Cory Greenwood: Coordinator Library Engagement and Learning
Apologies	Claudia Nguyen: Mayor Steph Little: Committee Member Louise Smith: Committee Member Kate Slater: Committee Member Deb Neumann: Committee Member Emily Loynd: Committee Member David Miller: Committee Member

Item	Context/Notes	Time	Personnel
1. Welcome	• Introductions Vicky Guglielmo - Manager Libraries, Arts and Events	20 mins	Chair/All
2. Co-design	Update on library programs – presented by Cory Greenwood • Question from LAC – when will Collingwood Library be launching Open Library? Open Library will launch in 2024 and works are currently	60 mins	All

	underway.		
	• Cory Greenwood to link to PLV/SLV library research on health and wellbeing The Health and Wellbeing Benefits of Public Libraries Across Victoria	SGS Economics & Planning (sgsep.com.au) • Where should we show up? Are we trending up or down on specific programming; reviewing the booking system so community members don't miss out on events. • Not a lot of events for 12-18 year olds – a gap in middle years programming. Community satisfaction survey • Libraries came on top for service delivery for 2023 Reflections and lessons learned (success 2023) Library Strategic Plan 2022-2026: Our Next Chapter Areas of focus for 2024 • Not being able to find a good range of classic novels via eplatforms. The publisher limitations for public libraries are a barrier, and low demand. Requests to increase purchasing of high-demand items and lift the holds ratio higher – some items have waiting lists leading into the hundreds. • Continue to suggest purchase suggestions via the online catalogue/user account. • Library of things idea – community skills exchange that tap into info and knowledge sharing of lendable items.		
3. Other Business		10	Chair/All

Yarra Libraries Programs Framework 2020-2025

About the framework

The Yarra Libraries Programs Framework 2020-2025 provides guidance for the development and delivery of our community learning and programming efforts, at both strategic and operational levels.

It was informed by community feedback, staff consultation and draws on other strategic documents including Public Libraries 2030 Framework, ALIA Standards and Guidelines for Public Libraries, Yarra Libraries Strategic Plan, and Yarra Council Plan.

About the framework

The Yarra Libraries Programs Framework 2020-2025 defines priority areas for where and how the library service shows up to deliver programs and activities that meet the information and recreation needs of our community.

The framework is intentionally broad to allow library staff to respond flexibly across the spectrum of interests, values, ages and access needs of our community.

Priority areas

Where we show up

- **Cultural/Community Development**
  Facilitating public culture by providing a space for cultural diversity, equality, equity and increasing social capital to occur.
- **Health & Wellbeing**
  Providing recreation, entertainment and leisure activities that promote physical and mental wellbeing.
- **Idea Building**
  Exposing the public to new or challenging ideas, fostering a sense of curiosity and experimentation.

Priority areas

Where we show up

- **Information & Accessing Resources**
  Providing assistance an enabling access to information and resources.
- **Lifelong Learning**
  Facilitating continuous learning opportunities and informal pathways to education and employment.
- **Public Participation**
  Engaging the public in democracy and citizenship; partnering with other cultural and community organisations to increase participation in public life.

Cultural/Community Development

Facilitating public culture by providing a space for cultural diversity, equality, equity and increasing social capital to occur.

What this looks like

- **ATSI**
  Hosting and supporting cultural events that celebrate and acknowledge Aboriginal culture and reconciliation activities
- **Bilingual & Multilingual programming**
  Delivering a range of programs in languages other than English, in addition to English, and based on identified community needs, and embedding multiculturalism in the community
- **LGBTIQ**
  Hosting and supporting cultural events that celebrate and recognise LGBTIQ community members, and significant calendar dates
- **Festivals, Markets & Pop-ups**
  Strategic positioning at community events that remind our community that their local library is a place for them

Health & Wellbeing

Providing recreation, entertainment and leisure activities that promote physical and mental wellbeing.

What this looks like

- **Health & Wellbeing**
  Hosting and supporting programs aimed at improving physical health and general wellbeing (can be delivered through information as well as active participation)
- **Hobbies**
  Hosting general interest/social activities that don't necessarily have skills-based outcomes (eg chess)
- **Mental Health**
  Hosting and supporting programs aimed at supporting mental health, fostering social cohesion and reducing loneliness.
- **Reader Development (Bibliotherapy)**
  Fostering a lifelong love of reading and building community around literature

Idea Building

Exposing the public to new or challenging ideas, fostering a sense of curiosity and experimentation.

What this looks like

- **Arts & Culture**
Hosting and supporting performance-based, participatory, or passive programs that expose members to art and culture (inc. film screening, spoken word performances and public readings).
- **Author Talks**
Celebrating local, Australian authors (non-exclusive) and fostering a love of reading, writing and community around literature and the sharing of ideas.
- **STEAM Programs for Kids**
After-school programs that emphasise science, tech, engineering, arts and mathematics learning through play and semi-structured activities.
- **Technology**
Supporting community to learn about new or emerging technologies, their potential for society, and their application to everyday life.

Information & Accessing Resources

Providing assistance and enabling access to information and resources.

What this looks like

- **Local and Family History**
Delivering programs that address community interest in heritage and the history of life in Yarra, their homes and local buildings, plus their own family history.
- **eResources**
Delivering programs that promote and encourage utilisation of the library's online resources.
- **Research, Reference and Referral Services**
Providing professional librarianship services through 1:1 services (e.g. *History Matters*) and through customer service in our branches. Includes referrals to social support and emergency food relief services.

Lifelong Learning

Facilitating continuous learning opportunities and informal pathways to education and employment.

What this looks like (1/2)

- **Adult Literacy (EAL/ESL)**
Hosting and supporting foundational English literacy programs for people whose first/primary language isn't English.
- **Digital Literacy**
Delivering programs that teach foundational literacy skills needed for navigating digital devices and the internet in order to participate in modern life.
- **Early Literacy**
Delivering programs that equip parents/carers with skills to support their child's development, and foster a lifelong love of learning and reading.

Lifelong Learning

Facilitating continuous learning opportunities and informal pathways to education and employment.

What this looks like (2/2)

- **Financial Literacy/Life Skills**
Hosting and supporting programs to help community manage their personal finances, understand the law and navigate public life with confidence.
- **Job Preparedness**
Hosting and providing assistance with job applications and CVs; supporting community to find employment
- **Skills Development**
Hosting and supporting programs and experiences that enable community to learn something that could result in increased employability/economic activity, or provide a pathway to further study (e.g. video production, 3D modelling, etc)

Public Participation

Engaging the public in democracy and citizenship; partnering with other cultural and community organisations to increase participation in public life and with their local library.

What this looks like

- **Festivals, Markets & Pop-ups**
Strategic positioning at community events that remind our community that their local library is a place for them, and serving as a drawcard for community.
- **Outreach**
Meeting community where they are, and fostering strong partnerships with organisations who will advocate and refer community to us when needed.
- **Sustainability & Environmentalism (Climate Action)**
Hosting and supporting programs that respond to identified priorities via Council and community interests - reducing carbon footprint, getting off gas, reducing waste, etc.

What We Deliver

KPIs are set annually after a formal evaluation process that is informed by attendance data, impact assessment and qualitative feedback from community.

Across our program categories, we aim to deliver at least 2000 experiences each year.

Adult Literacy (EAL/ESL)	20	Job Preparedness	60
Arts & Culture	40	LGBTIQ	8
ATSI	10	Skills Development	50
Author Talks, Launches	35	Local & Family History	100
Technology	40	Health & Wellbeing	10
Digital Literacy	250	Outreach	200
Early Literacy	700	Reader Development	40
eResources	12	School Holiday Program	45
Festivals/Markets/Pop-ups	10	STEAM (After-school programs)	280
Financial Literacy/Life Skills	15	Sustainability & Environmentalism	25
Food Relief	0	**TOTAL**	**2000**
Hobbies	50		

How We Decide Our Programming

Program planning is conducted on a quarterly basis, with the Team Leader Digital & Community Programs (DCP) continuously monitoring and reviewing programs to provide feedback and guidance to the team of librarians who coordinate them.

On a quarterly basis, Team Leaders across Programs, Outreach and Partnerships (POP team) meet to identify upcoming key cultural events/themes and days of significance and draw on previous years program evaluation data to inform what will be successful. After this planning meeting, Team Leaders meet with their specialist staff and inform them of the priorities for the coming quarter. Those staff prepare proposals which the Team Leader DCP reviews and endorses before the POP team meets again to review the quarter and assess programs for spread, relevance, completeness, etc.

How We Decide Our Programming

We also encourage community-led programming and welcome offers from community members/organisations to deliver learning programs/activities in our libraries.

Our mailbox is monitored for feedback and suggestions, and proposals are sent to relevant specialists for consideration.

Specialists participate in the Public Libraries Victoria *Programs & Partnerships* Special Interest Group to share knowledge & insights; as a collective the state is prioritising *Health & Wellbeing* in response to various state government plans (eg. Public Health & Wellbeing Plan, Ageing Well Action Plan) and position libraries as key players in providing quality preventative health care.

The CRAAP Test

Currency
- when was the book published/is the topic relevant (i.e. Artificial Intelligence)

Relevance
- has the community asked/expressed interest in the topic?

Authority
- who is the speaker/do they have credentials?

Accuracy
- is the information/presentation supported by evidence?

Purpose
- what is the intent (inform/persuade?) - is there a commercial element?

Program Specialists

- Children & Youth Librarian(s)
- Community Programs Librarian
- Community Learning Librarian
- Digital Literacy Librarian
- Community Engagement & Outreach Officer

Our program specialists are experienced and skilled library professionals (many are also qualified librarians) who are engaged and connected to the community through participation in multi-organisational networks and collaborations. They are supported by a team of Program Support Officers who help facilitate programs.

Culture Counts Outcomes Areas

We use Culture Counts' impact assessment framework and evaluation methodologies, which align with ALIA/APLA Outcomes, and participate in national benchmarking through our membership with the Public Libraries Evaluation Network.

OUTCOME AREA	LIBRARY OUTCOME MEASURE	ALIA/APLA OUTCOMES	IFLA GENERIC SOCIAL OUTCOMES	ILFA GENERIC LEARNING OUTCOMES
Civic/ Community	The library has encouraged me to become more engaged in the community	Community Engagement	Stronger and Safer Communities	Activity, Behaviour and Progression
Digital Learning	The library helps me to be more digitally connected to others	Digital Inclusion	Stronger and Safer Communities	Activity, Behaviour and Progression
Children	The library encourages me to spend more quality time with my children	Literacy and Lifelong Learning	Stronger and Safer Communities	Activity, Behaviour and Progression
Inclusion	The library makes me feel safe and welcome	Stronger and Creative Communities	Stronger and Safer Communities	Enjoyment, Inspiration and Creativity
Creativity	The library has helped me be more creative in my own life and work	Stronger and Creative Communities	Health and Wellbeing	Enjoyment, Inspiration and Creativity
Business	The library has helped me to improve the success of my business	Economic and Workforce Development	Health and Wellbeing	Skills
Skills	The library has helped me to learn and gain new skills	Literacy and Lifelong Learning	Health and Wellbeing	Skills
Reading/ Literacy	The library has encouraged me to read more	Literacy and Lifelong Learning	Health and Wellbeing	Knowledge and Understanding
Education/ Learning	The library has helped me to enjoy learning	Personal Development and Wellbeing	Health and Wellbeing	Knowledge and Understanding
Place	The library is an important part of the place where I live	Community Engagement	Strengthening public life	Attitudes and Values
Relevance	The library is changing in ways that increase its relevance for me	Community Engagement	Strengthening public life	Attitudes and Values

Culture Counts Outcomes Metrics

OUTCOME METRICS

1. Connection
   The library has encouraged me to become engaged in the community
2. Safe and Trusted
   I feel safe and welcome when using the library service
3. Learning
   The library has helped me to enjoy learning
4. Digital Connection
   The library helps me to be more digitally connected to others
5. Time With Children
   The library encourages me to spend more quality time with my children
6. Enterprise
   The library has helped me to improve the success of my business
7. Skills
   The library has helped me to learn and gain new skills
8. Literacy
   The library has encouraged me to read more
9. Creativity
   The library has helped me be more creative in my life and work
10. Role
    The library is an important part of the place where I live
11. Relevance
    The library is changing in ways that increase its relevance for me

LIBRARY AWARENESS/LEARNING/APPLICATION QUESTIONS

1. The library has helped me be more aware of applicable resources and services it provides in the following areas:
   - Civic/Community Engagement
   - Digital Learning
   - Early Childhood Literacy
   - Economic/Business Development
   - Education/Lifelong Learning
   - Job Skills
   - Reading/Literacy
   - None of the above
2. The library has helped me learn something new in the following areas
3. I intend to apply what I've learnt at the library in the following areas
4. The library has helped me feel more confident:
   - About becoming involved in my community
   - When using digital resources
   - Helping my children learn
   - Establishing a new business
   - With my education and the process of learning
   - About the job search process
   - About reading

How We Measure Success

A successful library program meets the following success indicators:

- Attendance meeting/exceeding 80% expected registration volume
  (we typically overbook events to allow for no-shows, but consider higher attendance to mean higher levels of engagement/commitment)
- Participant feedback meeting/exceeding an average impact score of 8/10
  (There are 4 dimensions we measure consistently (Presentation, Content, Belonging & Learning); staff are able to select additional impact dimensions as relevant to the style/intent of each program, eg. Digital Connection or Enterprise)
- Net Promoter Score meeting/exceeding an average of 8.0
  (A scale of 1-10 asking "How likely is it that you would recommend this event to a friend or colleague?")

Feedback is also shared with the facilitator where constructive/appropriate.

How We Measure Success

Examples

How likely is it that you would recommend this event to a friend or colleague?

How would you rate your experience overall?

Responses: 71

Responses: 227
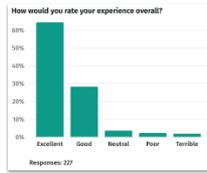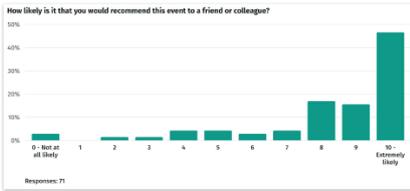
Dimension Outcomes
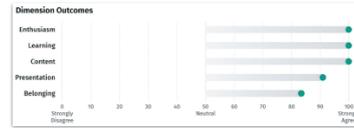
Lo-Fi Hip Hop Beats
Workshop (July 22)

Jaclyn Crupi - Garden Like a
Nonno (August 22)

Dimension Outcomes
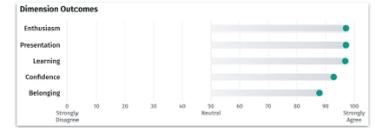
Feedback

Contact

Cory Greenwood
Coordinator Library Engagement and
Learning
Yarra Libraries
cory.greenwood@yarracity.vic.gov.au