



Wollondilly Library Strategy 2020 – 2026



Contents

Introduction	5
Summary	6
Setting the scene	8
Benchmarks	13
More than books	14
Leading libraries	16
Wollondilly Library Strategy 2020-2026	
Library vision	19
Library mission	19
Focal areas	19
Lifeline	20
Sanctuary	22
Memory place	24
Futures hub	26
Strategy timeline	28
The vision for 2020-2026	30
Next steps	32
Appendices	33
Objectives and Actions	34
Bibliography	38
Glossary of Terms	39

Commissioned by:

Wollondilly Shire Council
PO Box 21, Picton NSW 2571 Australia
E council@wollondilly.nsw.gov.au
P 02 4677 1100
www.wollondilly.nsw.gov.au

Written and produced by:

Project Sisu
www.projectsisu.com

Designed by:

Pro Bono Publico
www.probono.com.au

© Copyright 2020

Acknowledgement

Wollondilly Shire Council acknowledges the traditional custodians of the land in Wollondilly, the Dharawal and Gundungurra peoples.

We acknowledge the living culture and spiritual connections to the land for the Dharawal and Gundungurra people and that Wollondilly is remarkably placed as the intersection of these two tribal lands.

We recognise the traditional Custodians have occupied and cared for this Country over countless generations and celebrate their continuing contribution to the Shire.

We also acknowledge and remember the Dharawal and Gundungurra peoples who were killed in the Appin Massacre on 17 April 1816.

Wollondilly Map



N North

Wallacia | Warragamba | Silverdale | Werombi | Theresa Park | Orangeville | Brownlow Hill | Glenmore | Mount Hunter | The Oaks | Belimbla Park | Oakdale | Nattai | Mowbray Park | Lakesland | Yerranderie

C Central

Picton | Thirlmere | Tahmoor | Couridjah | Buxton

E East

Cawdor | Camden Park | Menangle | Razorback | Douglas Park | Maldon | Wilton | Pheasants Nest | Bargo | Yanderra | Cataract | Appin | Darkes Forest

Wollondilly Library

Introduction

Tumultuous and uncertain

Two words now in frequent use.

The Australian summer of 2019/20 was marked by devastating bushfires, including the Green Wattle fire that swept through the Wollondilly Shire.

Fires were followed by widespread flooding.

Disruption on a scale few could have predicted came in the form of Covid-19, a global pandemic with massive health, economic and social consequences.

The combined impacts are likely to be far-reaching.

Underlying trends

These events have highlighted underlying trends and faultlines:

- the high casualisation rate across the Australian workforce
- barriers to essential services - like the 2.5 million Australian households without internet and broadband access
- insecurity of housing; high levels of debt
- the need for art and culture during tough times, and the under-appreciation of the creative sector by many government decision-makers
- the value people place on community and public things in times of crisis and change.

Perfect partner in change

The library is Wollondilly's premier cultural institution. It is perceived as a lifeline, sanctuary, memory place and potential futures thinking hub. It is a trusted space and reliable partner in learning, practical skills, creativity and social connections.

Wollondilly Library Strategy 2020-2026 outlines what needs to be done to prepare for an expanded library experience as part of the proposed Community, Cultural and Civic Precinct.

It balances pragmatism with aspiration.

The emphasis is on judicious investment in small-scale mobile and semi-permanent library spaces; a modest expansion in skilled staff; consolidation of collection building and programming strengths; and a focus on experimentation and community engagement.

The recovery efforts ahead will be challenging, but may also present opportunities for creative and community-centred responses. The library service is the perfect partner for transitional change.

Wollondilly Library Strategy 2020-2026 summary

THE SHIRE

- 2,560 km², two-thirds of which is national parks and water catchment areas, including parts of the Greater Blue Mountains World Heritage Area
- 53,149 (2019) people
- 92,102 people by 2036
- ATSI: 3.2 %

WOLLONDILLY LIBRARY

- 20-year-old building in Picton Civic Centre
- Renovated in 2016
- 725 sq metres/2 levels
- No branch library network
- Around 16,455 members
- 72,000 visitors each year
- Mobile libraries x 2: 16 locations each week
- Small staff cohort = 10 FTE + 4 casuals

COMMUNITY RESEARCH

- 350 participants: 206 survey; 144 interviews, workshops, meetings
- Excellent program/responsive staff
- Library is highly valued
- Excellent programs/responsive staff
- Lots of ideas for expansion & new services

REFERENCE POINTS

- How does Wollondilly compare with other library services?
- Small library service compared to adjacent councils and relevant library benchmarks
 - Small staff cohort
 - Low capital expenditure
 - Restricted opening hours
 - Good mobile delivery
 - Performing well: programs + collection diversity + staff responsiveness

FUTURE 2020-2026

Need now

- Explore options to expand service delivery and hours including:
 - 24/7 Library Kiosk
 - 24/7 access to Main Library or a library "annexe"
 - Expanded general public opening hours
- Staff capability x 2

Future

- Experimental library annexe
- Outreach programs/local history
- Library of Things
- Staff capability x 4/5

STRATEGY FOCAL AREAS

- lifeline
- sanctuary
- memory place
- futures hub
- Investment in:
 - library kiosk
 - mobile libraries
 - transitional library annexe
 - staff capabilities

Setting the scene

Wollondilly Shire is located in one of the fastest growing regions of New South Wales. The Wollondilly Shire is entering a period of significant transition from a semi-rural to peri-urban identity.

The Wollondilly Shire population is predicted to grow by 50 per cent or more over the next two decades. There are growth hotspots at Wilton and Greater McArthur. Council's various strategies such as *Create Wollondilly 2033*, *Wollondilly 2040 Local Strategic Planning Statement*, and *Master Plans for Picton's Community, Cultural and Civic Precinct* all posit a future linking economic growth with environmental, tourism, lifestyle and culture-related strategic objectives. Multifaceted learning and cultural services like those found in contemporary libraries can support all of these objectives.

Essential infrastructure

Contemporary public libraries represent essential cultural infrastructure. They help communities develop a sense of shared identity, especially during transitions. They facilitate the exchange of information and knowledge; support learning, creative expression and entrepreneurial activity; and, importantly, offer free, publicly owned and trusted spaces in which people can rest, read, research and participate in shared cultural experiences. Public libraries can and do play a central role in facilitating positive community and cultural outcomes. Successive studies show that Australian public libraries return an average of \$4.30 for every dollar invested. After cinema attendance, libraries are the most visited cultural institutions in Australia, attracting over 114 million visits in 2017/8.

“The current library while good is not large enough to adequately service our growing community. A mobile library service can only do so much. Students need study spaces, our children need Storytime on a Saturday for working parents. We need more branches throughout the community and longer opening hours so people who work and commute (most of Wollondilly) can also come to the library.”

Wollondilly Future Options Survey 2019

Wollondilly Library Service

The Wollondilly Library Service comprises one library building in Picton, the Shire's largest town and administrative centre. The library occupies a retrofitted office building over two floors. The spatial footprint is currently 725 square metres.

The Wollondilly Shire covers a large geographical area and public transport options are limited. Consequently, there are two mobile library vans that visit 16 towns and villages across the Shire on a rotating basis. The vans provide a range of services from popular adult and children's books to DVDs, CDs, audiobooks, laptops, printing services and wifi access.

Council also supports the Dilly Wanderer, a mobile community development and information service that provides programs and events across a similar geographic footprint. There is increasing connection between the two services.

More than books

The library provides a suite of learning programs, which are highly valued by current library users. In the absence of a Council-run art gallery or museum, the library is also Council's premier cultural facility. It curates and hosts a dazzling array of arts and science programs and events on a weekly basis. Its one meeting room is in constant demand. There are no quiet, dedicated study and reading spaces, and students compete to use the limited spaces available. The mobile library service, while highly valued by its community users, cannot be everywhere at once. Its current roster privileges people who are available during the limited hours a mobile van visits one of 16 locations.



Mobile libraries

Wollondilly's mobile library service is a lifeline to towns and villages across the Shire.

Already popular, it will be extended and updated as part of the Library Strategy.

What people say...

“As we live 30 minutes away, we find the mobile library a great benefit to us. The staff are always helpful, too.”

“I live in Warragamba and we have a mobile library on Tuesdays for a few hours. I can't get there because I work and it takes 50 minutes drive to Picton.”

“More mobile services or smaller libraries spread throughout the Shire, would be great.”

“The library and mobile services are a big improvement on the services I found when I first moved here. But the Shire is growing rapidly and more people need to know what is available. Especially for older people as there is a lack of public transport. Maybe more mobile vans for children and older folk?”

Sustainable future

Wollondilly’s library service is already doing an excellent job with limited resources.

However, the Wollondilly Library Strategy will argue that the current situation is unsustainable in the medium to long term:

- staffing levels are too thin to meet current demand let alone future growth
- the range and quality of potential partnerships are impacted by limited staff resources
- scale - one branch library and a modest mobile library service are already too lean relative to population size and geographical spread
- the spatial footprint of Picton Library is below State Library of NSW (SLNSW) benchmarks
- Picton Library opening hours are the lowest in the region
- the length of time it will take before a new Library and Working Hub emerges as part of the Community, Cultural and Civic Precinct is too long to wait for these service gaps to be rectified.

Library as community unifier

The Wollondilly Shire will experience substantial change to housing density, landscape, economic activity and civic life. Transitions bring disruption and loss as well as new opportunities to innovate. Trusted civic places like libraries can play a critical role in supporting communities through change. The Library Strategy interweaves experimentation, innovation and community outreach in ways that undergird Council’s change leadership objectives.

“Bigger library, we would use it, especially if there is a cafe as well. Now we meet in that old and cold Council community hall. It’s awful down there. We’ve attended art classes there and it’s not a great space. Why couldn’t a new library have an exhibiting space? Art making spaces?”

Black Cockatoos



Wollondilly Library Service Time Line

1956

42 Menangle Street, head office for Nepean River County Council.

1988

Nepean River County Council sold the building to Wollondilly Shire Council and the library moved into shared space with other businesses.

1988

Wollondilly Shire Council adopted the *Library Act 1939*.

1991

First Mobile Library Service - a large semi-trailer delivering services once every two weeks.

1997

Council withdraws leases for shared offices spaces and the building renovated to accommodate library spaces across ground floor.

2013

Mobile Library semi-trailer replaced with two new vans, now driven by library staff, 16 townships x once a week.

2014

Shire Mayor launches the Library Refurbishment Project.

2016

The newly renovated Library is officially opened by the Mayor and the Community. The renovations gave the building an extended life span, a refreshed and contemporary style, and opened by new spaces on first floor via lift and new stairs.

2019

Library and Work Hub identified as anchor facility in proposed Community, Cultural and Civic Precinct.

Complex needs

While books and other library resources are still highly valued, equally important are places to study, meet, use wifi, participate in learning and cultural events, music, local histories (including Aboriginal histories), learn about new technologies and applications, and be in a comfortable non-commercial space that isn't home, school, university or work.

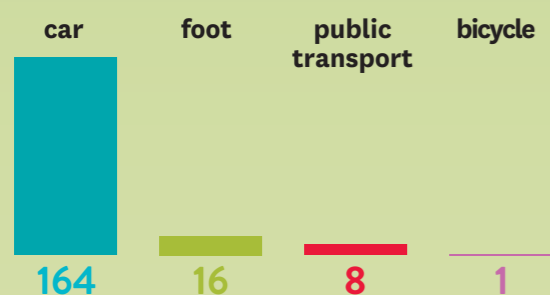
Young people in particular are highly articulate when it comes to what a modern library should provide and look like. They want something inspiring, linked to nature, technology enabled, flexible and comfortable. Their ideal library would provide games, movie rooms, art, sleeping pods, virtual reality, 3D printers, charging stations, research collections, water refill and vending machines, Netflix streaming options, and animals.

Retirees also have complex needs in relation to the library service. Keeping up-to-date with digital devices and online citizen services is critical, but so are options for art and maker workshops, family history, learning about Indigenous language and culture, literary and writers' events, a café, movies, and a place to discuss big ideas.

How do you travel to and from the library?

With limited public transport options in Wollondilly, most people get to the library by car. Parking is an issue for some.

206 responses, 5 skipped



The right conditions

Contemporary public libraries are able to offer almost all of the above. However, there are preconditions attached.

These preconditions relate to:

- the availability of purpose-built, flexible library and community spaces
- adequate staff numbers
- proactive and ongoing community consultation
- accessibility, in all its various manifestations
- and the capacity to experiment with and trial new services and programs.

Wollondilly library staff are not lacking in innovation, creativity and service responsiveness.

As the accompanying graphs and tables demonstrate, however, Wollondilly is falling behind in a number of critical benchmarks.

Four relevant library services have been chosen as points of comparison: Camden, Campbelltown, Wingecarribee and Hawkesbury.

The first three are relevant because of proximity, and the fact that a significant number of Wollondilly residents use these adjacent library services and compare Wollondilly to them. While slightly larger than Wollondilly, Hawkesbury Library Service has been chosen because it is the only other Urban Fringe Medium (UFM) service, as designated by the Australian Classification of Local Government, and therefore the closet cohort partner to Wollondilly.

“A place to borrow items, read newspapers or other reference material, ask questions, a meeting place, use bathroom facilities, see displays, use Internet and photocopier, technology classes, leave used batteries, mobile phones, local area information and much more.”

Wollondilly Future Options Survey 2019

Benchmarks

Library spaces vs SLNSW benchmarks (per population size)

Wollondilly Library	SLNSW: 68,000	SLNSW: 100,000
725 sq metres	3232 sq metres	4065 sq metres

Staffing ratios vs SLNSW benchmarks (per population size)

Wollondilly Library	SLNSW: 68,000	SLNSW: 100,000
10 FTE	22.6 FTE	46.55 FTE (baseline)
4 casuals		

Library opening hours vs SLNSW benchmarks (per population size)

Wollondilly Library	SLNSW: 68,000	SLNSW: 100,000
41.5 Picton Library	53 hours per week	62 hours per week

Wollondilly Library Service

3rd lowest Per capita library expenditure in NSW

Wollondilly Library Service

3rd lowest Expenditure on library materials in NSW

Wollondilly Library Service

2nd lowest Per capita expenditure on library salaries in NSW

“Libraries are places to explore ideas, initiate conversations, engage with the community and find a place to belong.”

Wollondilly Future Options Survey 2019

“Library desperately needs a facelift and an expansion in size and resources.”

Wollondilly Future Options Survey 2019

NSW Public Library Capital Expenditure 2017-18

	Population	Operational expenditure	Per capita investment	Capital expenditure	Per capita
Camden	90,000	2.274 million	26.06	1,662,919	45.12
Campbelltown	164,273	5.767 million	35.11	1,334,858	39.40
Hawkesbury	66,402	2.736 million	41.21	436,253	47.78
Wingecarribee	50,000	1.746 million	35.14	170,269	38.56
Wollondilly	51,000	1.425 million	28.03	114,841	30.28

“You need to integrate the library into EVERYTHING.”

Community engagement team

More than books

A taste of library events, services and learning programs

Each year the library service hosts a variety of programs. The demand keeps growing. Thousands of people have attended these events in recent years.

Author Talk and Book Launch

- John Bicknell – Dec 2019 and Mar 2019
- Kate Forsyth – Sept 2019
- James Whitfield – June 2019 and Dec 2018
- Lauren Hokin – Anzac Day April 2019
- Pamela King – Nov 2018
- Benjamin Stevenson – Oct 2018
- Kim Hodges – July 2018
- Sandie Docker – June 2018

Adult / Seniors Learning Programs and Events

- Podcasting Workshop – Oct 2019
- Japanese Gift Wrapping Workshop – July 2019 and Sept 2018
- 3D Printing Workshop – July 2019
- Legal Issues for Older People – Seniors Festival Feb 2019
- Seniors Tech Help Session – Seniors Festival Feb 2019

Adults – Other Interest

- Livestream from Sydney Opera House: Andrea Brantelid – Sept 2019
- Guest Speaker Kylie Savidge 'Spirituality and Self-Help - a Library Lover's Guide' – Sept 2018

Young Adult Program

- HSC Lecture by Larry Grumley – July 2019

Children's School Holidays/Special Activities

- Gingerbread House Decorating (Family) – Dec 2019
- Superhero Training Workshop – Oct 2019
- *You'll Never Guess Where I Hid The Cheese* Performance – Sep 2019
- *The Phyllis Wong Mysteries Show* – April 2019
- *Maggie Moo Musical Fun* – Dec 2018
- *Dr. Graham Extraordinary Science Show* – Oct 2018
- Various Crafternoons during school holidays/Easter/Christmas/Book Week/Mother's Day etc

Regular Children's Activities during School Term

- Storytime /Toddlertime / Bookbubs – Tues/Wed/Thur
- STEAMPunks – 1st Thurs of Every Month (1 session for Home Schooled groups/ 1 session regular patrons)

Regular Adult Activities/ Services

- Home Library Delivery Service – 1 fortnightly
- 3 Book Group sessions – 2 at the Library and 1 at Waratah Retirement Village

\$4.30

Return on investment for every dollar spent on Australian public libraries

(State Library Victoria, 2018)

Going virtual

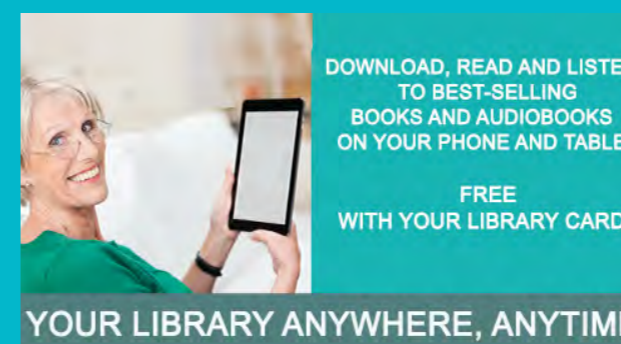
Wollondilly Library moved quickly to online delivery modes in the wake of Covid-19 library closures.

Like public libraries across Australia, Wollondilly has been fast and inventive in offering online learning programs. Pre-schoolers watch Storytime from home, and wait excitedly for their names to be called out by their regular Storytime presenters. Hearing-impaired community members were feeling isolated and excluded from library offerings. Auslan translated Storytime is now offered, along with online art lessons and book groups.

A whole suite of library programs has been produced, opening up new possibilities for the post-pandemic future.



Pre-schoolers watching Storytime from home.



Leading libraries

Libraries do more than any other cultural institution to promote community interaction and democratic cultural exchange; they support employment outcomes, provide spaces for creatives to create, support literacy and the literary arts, and collect and interpret unique local histories. The return on investment from a contemporary library service is greater than any other cultural or community asset.



Camden Council

South Western Sydney is one of Australia's fastest growing regions. Spanning the local government areas of Campbelltown, Camden and Wollondilly, new suburbs are being created in what was once semi-rural agricultural land. One such suburb, Oran Park, is named after the car racing track upon which it is placed. Older Aboriginal tracks undergird its physical form, which will soon host over 30,000 homes.

The \$14 million Oran Park Library and Community Centre opened in July 2018. It is the product of a voluntary planning agreement with the suburb's principal developer. Council contributed \$2 million; the developer \$12 million. Intended as a community anchor, it has attracted over 145,000 people since it opened. The library boasts up-to-date technology, media labs, study spaces, capacious play and learning areas for children, audio-visual technologies, meeting rooms, café, and a large community hall for hire. Contemporary visual art and sculpture, with an emphasis on 'tracks' both racing and Indigenous, are strategically placed throughout the multi-level, 2,500 square metre site.

Camden's population is currently 96,000.



City of Greater Bendigo

Bendigo Library, part of the Goldfields Library Corporation, is situated in a 4000 square metre purpose-built facility in the heart of town. It contains a large collection of over 133,000 items, the latest multi media and audio visual equipment, a cafe, research centre, regional archives, and volunteer resource centre. Membership is over 40,000. There are around 1,144,000 visits per year. The library offers around 2,000 programs a year, with 33 per cent of the community attending. It opened in 2014 and cost \$9.12 million. Recent economic analysis estimates the library alone returns \$27.4 million in benefits to the Greater Bendigo community and economy.

Importantly, the library is part of a dynamic cultural ecology and economy. Bendigo Art Gallery is one of the most successful regional galleries in Australia. Joint programming and collaboration occur across all of Bendigo's cultural institutions.

City of Greater Bendigo has a population of 110,000.



Albury City Library, Museum and Gallery

Opened in 2007, the Albury LibraryMuseum is a community hub bringing together state-of-the-art technology, reading and research facilities, a diverse exhibition schedule, a dynamic program of events, and a focus on the region's heritage. Open seven days, it averages 4,000 visitors each week. Albury City has a branch library located at Lavington, which also contains exhibition, meeting, research, and co-located citizen services spaces.

The museum collection contains over 20,000 objects and includes pieces of national and international significance. The converged library and museum model has been an outstanding success. In addition, Albury LibraryMuseum staff have become research leaders and advocates for the benefits of converged cultural services.

The success of the award-winning Albury LibraryMuseum has clearly emboldened the City to see culture as worthy of investment, attention and imagination.

Having already embarked on an integrated library and museum building, collection and merged service model, the city of Albury added the acclaimed Murray Art Museum Albury (MAMA) in 2015.

The combination of flexible gallery spaces, self-curated and touring exhibitions, and a diverse workshop and event annual calendar, has seen visitation numbers soar. In 2017/8, 136,000 visitors came to MAMA, compared to annual visitation of 25,000- 30,000 prior to 2015.

Albury City population is 52,723.



Geelong Library and Heritage Centre

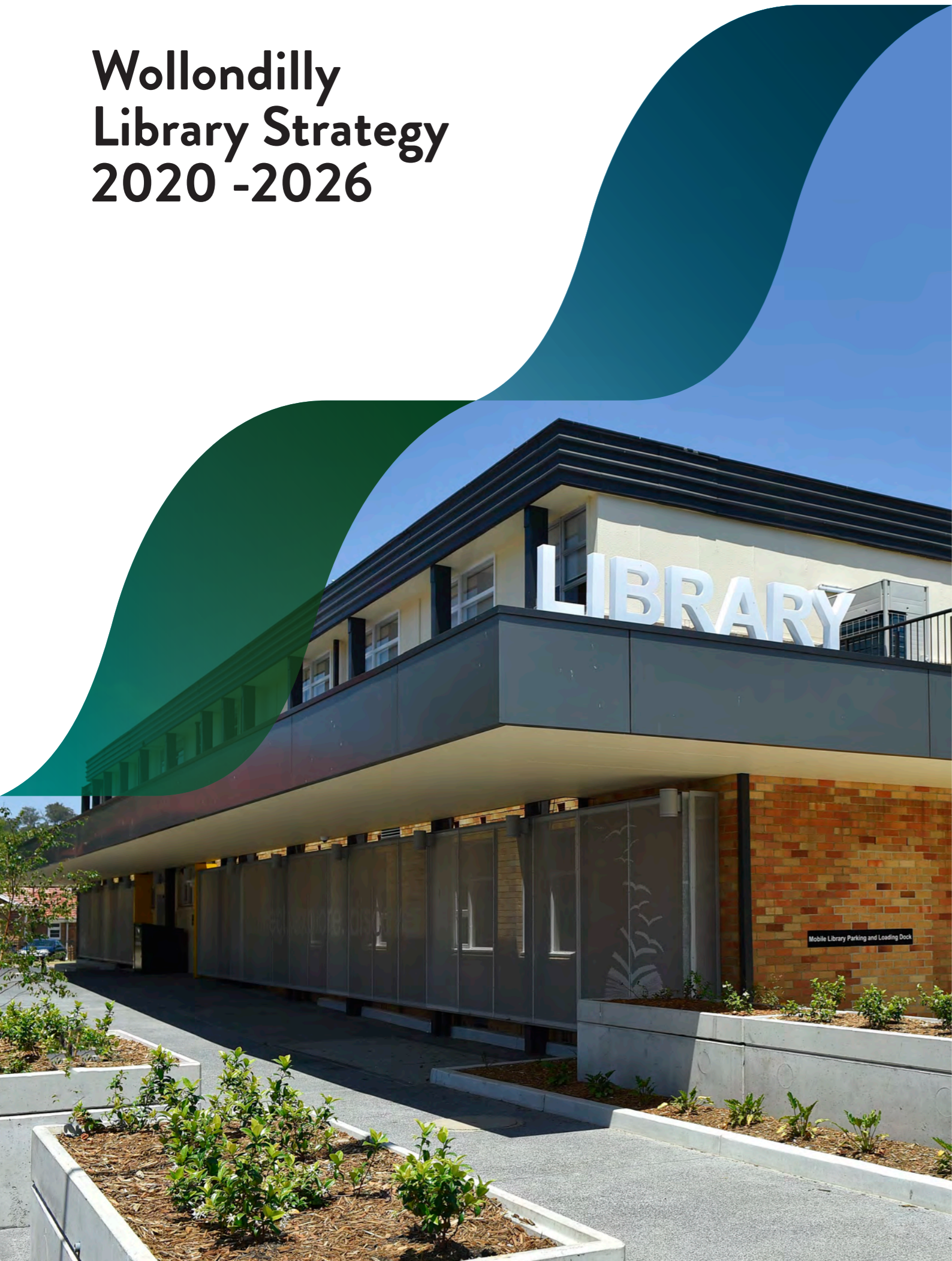
Geelong Library and Heritage Centre is part of the Geelong Regional Library Corporation. Opened in 2015, and costing over \$45.5 million, visitation and usage have increased by a massive 320 per cent.

In 2016/17, Geelong Regional Libraries attracted nearly two million visits to library branches and mobile libraries. A lifelong learning and cultural programming calendar offered 6,255 separate programs and attracted over 150,000 participants. The library generates income through its in-demand venues.

Geelong is a city in transition. The erosion of its traditional industrial and manufacturing base is being replaced by a coordinated focus on learning, knowledge, urban revitalisation and culture. There are significant pockets of disadvantage. Around 40 per cent of library members are on incomes of less than \$30,000 per annum.

While the City of Greater Geelong's population is around 250,000, it is included here because the Geelong Library is an exemplar. The award-winning Geelong Library and Heritage Centre occupies six floors, and 6000 square metres. Its outstanding success has been followed by a new branch library at Leopold in 2018, and three more libraries coming on line before 2022.

Wollondilly Library Strategy 2020 -2026



Wollondilly Library

Vision

Our library supports learning, curiosity, imagination, discovery and fun for the whole Wollondilly community.

Mission

Our mission is to enhance people's quality of life by providing equal access to services and spaces that support reading, literacy, research, creative production, play and social connections.

Focal areas

The strategy is grouped around four focal areas. These focal areas are named after words and phrases frequently invoked by research participants:

- lifeline
- sanctuary
- memory place
- futures hub

Lifeline

Wollondilly residents perceive their library as a ‘lifeline’ and ‘life enhancer’.

The library supports an ageing population through home visits, mobile libraries, and a full suite of learning programs. It improves the lives of children, teenagers and adults of all ages. Digital inclusion, literacy, reading, research, education and entertainment are domains in which the library excels. People value the inclusive way in which the library distributes community owned resources. These highly valued services need to expand in order to reach more people, through more channels, in more accessible ways.

Key question: How do we consolidate and enhance the library’s critical role as a lifeline to the people and communities who depend on it?

We will do this by:

1: Community connector

Mobile libraries will offer a range of learning, cultural and technology programs alongside library resources and digital devices:

- we will review current and future community needs
- new generation mobile libraries will be assessed and implemented
- a relaunched mobile library service will offer more options to more people in more places.

2: 24/7 access

Wollondilly’s large geographical footprint makes it difficult for people to access its one library campus at Picton. New possibilities will be explored:

- we will scope and investigate a 24/7 library pod in a high traffic location
- the opportunity for interactive library vending machines will also be explored
- increasing opening hours and community access to the Picton Library will be implemented.

3: Digital literacy

Digital literacy and inclusion is a 21st century necessity. No one should be left behind. We will offer digital and information literacy programs, resources and platforms to more people in more places:

- our tech-savvy classes and support services will cater to a range of skill levels from beginner to advanced
- staff capability and confidence will be enhanced – the library will be the place to go for digital training, tips and production
- the library website will be re-designed, making it easier to find information and know what’s on
- the information navigation skills of all residents will be supported by our information specialists.

4: Reaching out

Deepening our community partnerships with Aboriginal, rural, senior, youth, disability and multicultural groups is a top priority:

- we will convene a community panel to guide the development of a forward-looking outreach plan
- our programs and activities will address social isolation, healthy ageing, mental health and digital inclusion
- through partnerships and information exchange, we will ensure that library services are available, accessible and responsive to the needs of Aboriginal, multicultural, rural, senior, youth, disability access, and LGBTIQ+ audiences.

See full list of strategy objectives and actions in the Appendices on pages 34-37.

Wollondilly Writers

The Wollondilly chapter of the Fellowship of Australian Writers (FAW) meets monthly on Sundays at the Tahmoor Community Centre. The group represents diverse writing styles. Everything from poetry, short stories, memoirs, historical biography, essays and crime fiction.

There is a theme for each month; poetry, children’s stories, a 500-word short story. The objective is to improve writing skills by experimenting with different genres. The stories are published monthly in Scribblings Magazine.

“The exercise forces you to try something new,” one writer explains, “to push your brain cells into new territory.”

“And you learn from each other,” another writer says, “you learn from being with like-minded people who all love writing and have different expertise to share.”

“It’s the support as well,” another adds, “the feeling that someone has your back, will listen to your ideas and celebrate your achievements.”

In 2019, the NSW State Government and Seniors Card ran a competition for writers over 60. There were 600 submissions in all, and a shortlist of 100. The Wollondilly group boasted four writers in the final cut, more than any other FAW branch.

The group would love to meet at the library. It makes sense: the library has vital historical research materials, lots of reference books, is multi-generational, and has a creative ambiance. With limited weekend opening times, it is impossible.

Wollondilly writers welcome the prospect of a new and expanded library as part of the Community, Cultural and Civic Precinct. They worry that it will take a while for the new library to be completed.

“I don’t want to be in a zimmer frame before the new library comes along,” one writer jokes.

The group is concerned about equity of access.

“Picton is the centre of Wollondilly, but the library needs to serve the whole shire, not just Picton, Tahmoor and Thirlmere,” one writer comments.

“If you live at Warragamba and need to do research, would you come to Picton? You would probably go to Penrith. Likewise in Appin, you might go to Campbelltown,” another says.

Expanding the Picton Library, keeping mobile libraries, providing new branches or library access points in other towns, would be the group’s top priorities.

Wilton, Appin, The Oaks, Oakdale and Mount Hunter were all mentioned as growth spots in need of a library presence - self service kiosk, co-location with a community hub, new branch library?

Another priority is for Council to invest in culture.

“We’ve got enough football fields,” they say. “It’s time for culture. The library is our most important cultural asset.”

Sanctuary

Wollondilly's library is perceived as a 'haven' and 'sanctuary'.

Its role as a sanctuary goes beyond metaphor. It was literally a sanctuary during the Green Wattle bushfires in December 2019. Displaced people and their pets discovered the best of what the library can offer: comfortable spaces in which to rest, gather oneself, use free wifi and get vital information; read, learn and be entertained by books, picture books, toys, games, online streaming services; be welcomed and supported in respectful and compassionate ways.

Key question: How can we make the library service more of a 'sanctuary'?

The Library Strategy will do this by:

1: Flexible spaces

The planned Community, Cultural and Civic Precinct will include a new and expanded civic library. Low-cost transitional spaces will allow for experimentation. Library staff will be ready for the new library, and the community can try out new learning possibilities:

- shared space opportunities will be explored; using existing community centres to offer a range of library services and programs
- a low-cost, recyclable library annexe will be sourced; offering additional meeting, study and workshop opportunities during the transition
- library representatives will be appointed to Civic Precinct Project Teams to ensure the new library is an exemplar in accessibility and 21st century library design.

2: Library network

As the Shire grows, new branch libraries may be needed in growth hotspots:

- the library will work with Council planners to identify potential branch locations and sources of revenue
- activation and evaluation of the library pod and extended mobile library presence will enable sensible planning for the future.

3: Creative community

The democratisation of creativity has generated new forms of participation and exchange. The library's collections, programs and spaces provide a catalyst for community creativity and learning for all ages and abilities:

- the library will support the community to participate in Poetry Slams, writers' and music festivals and events, Open Mic nights, Science Festivals, and travelling art exhibitions
- continue to develop and promote library collections in physical, digital and online streaming formats and platforms.

Sanctuary

The 19th December 2019 proved to be one of Wollondilly Shire's most dramatic days, in a bush fire season that had already had its fair share of drama.

It was a hot day, 42 degrees; an angry red sun hovered above, shrouded by billowing smoke. The towns of Buxton, Balmoral, Bargo and Tahmoor had received catastrophic fire warnings. They were at the epicentre of the Green Wattle Creek Fire, one of the day's deadliest.

Road closures were in place, and people were warned to avoid using roads in and around Picton.

Along with the suffocating smoke there was the background noise. Fire fighting helicopters, sirens, trucks, and explosions from underground coal mines in Bargo and Tahmoor. The evacuation centre at Picton Bowling Club was packed, many people chose to camp out in the exposed Picton civic car park, in the sun, with their animals, air conditioning at full blast. Evacuees with horses, sheep and goats were gathered around its periphery, hugging the shade. There was no where else to go. No one wanted to leave their pets.

The Picton Library staff swung into action. They fanned out across the car park, inviting everyone into the library. Some chose to stay put; over 400 people, along with their dogs, cats, birds and guinea pigs, took refuge in the library.

Some stayed for an hour; others, all day. The local Coles Supermarket said, take whatever you want – water, juice, snacks, fruit, tea, coffee.

The evacuees couldn't believe it; they could charge phones, access free wifi, get information about what to do next, keep kids occupied with books, games and colouring in; they were fed, given water, tea, coffee and emergency updates. It was cool, their animals were with them, and friends and family knew where to find them.

It was all about the next decision, the next step, checking the RFS sites, waiting and waiting. The whole soundscape of the library was different that day, and it smelled different too.



Taking refuge with their dogs.

The library stayed open until 7.00pm. Nothing was too much trouble.

Library Manager Gail Dunn said, "Everyone was emotional, evacuees and staff. We wanted people to be comfortable, to feel like it was their home. The community owns this space, we are here for everyone, and all we wanted to do was help. I can't imagine any public library not responding like this, it's what we do, we are a sanctuary. And on this particular day, it was like Noah's Ark."

And what about the horses, sheep and goats? Council stepped in and shepherded all livestock to a local park.

Memory place

History and heritage are anchors to memory, identity and place.

Although the Shire has excellent community-run museums and historical societies, it has few publicly-owned cultural services other than its library. The library is the community's memory place for local stories – past, present and future. The capacity to conserve and digitise records, newspapers, artefacts and photographs is critical to increasing access and engagement. The library can play a critical role in working with Gundungurra and Dharawal elders and communities to collect, store and exhibit Aboriginal stories, perspectives, art and languages. Opportunities to develop a unique regional approach will be prioritised. Wollondilly Shire Council recognises its longstanding relationship with the Picton and District Historical and Family History Society and will work with them to prioritise the digitisation of records.

Key question: how do we capture, codify, represent, exhibit and support our unique local histories?

The Library Strategy will do this by:

1: Aboriginal knowledge, culture and learning

Wollondilly is at the cross-section of Gundungurra and Dharawal tribal lands. These lands and cultures extend into adjacent local government areas. Opportunities exist to support a collaborative response to building Gundungurra and Dharawal services and collections in regional libraries:

- the feasibility of a shared Aboriginal library and local history specialist will be explored with neighbouring library services (Camden, Campbelltown, Liverpool)
- a working group, timeline and service level agreement will be established
- all Wollondilly library staff members will participate in Indigenous Library Service and Collections training
- consultation will begin with Gundungurra and Dharawal groups/communities in scoping the project and developing a framework for appropriate collections, publications and heritage priorities.

2: Local history/local identity

Past, present and future – history is never fixed. It can always be re-told and interrogated; captured as it is unfolding; shared in new ways, using new media:

- we will strengthen our expertise in local studies, digitisation and family history services
- supporting the Shire's Historical Societies on new collecting and exhibiting projects will continue
- ensuring local history objects, artefacts and stories will be woven into the design of the Community, Cultural & Civic Precinct.

3: Collecting and sharing

New technologies enable digitisation and discovery platforms at affordable prices.

Emerging digital platforms like augmented reality (AR) and virtual reality (VR) will attract new audiences:

- our local history projects will track current and future changes across the Shire (eg Bushfires, changes to landscape) to capture events, memories and visual histories for future generations
- we will explore the potential for augmented reality (AR) and virtual reality (VR) projects to enhance knowledge and understanding of local histories, including Aboriginal and colonial histories and events
- we will liaise with businesses about use of local history images and information in shop/website design and promotion
- we will work alongside Dilly Wanderer to enhance information provision and ensure the mobile library can complement new tourist initiatives.

Black Cockatoos

Black Cockatoos have a sound of their own. Unlike their flashy sulphur-crested cousins, or those garish galahs, they are shy and unusual.

That's why a group of Aboriginal elders and spouses chose the name Black Cockatoos for their monthly support group.

Often they meet at Tom's place in Buxton; sometimes in Tahmoor; other times they participate in art workshops in the Picton Memorial Hall. They are appreciative of the support given by the Wollondilly Health Alliance and Council.

It's about friendship, doing things together, learning about art and history.

Art making is important.

It started with ceramics and has now extended to other art forms.

"Maddie (from Health Alliance) organised for a bus to take us to art classes with a great art teacher. It started off with just eight sessions, but has been extended. We are working so well together. The art teacher is amazed," says Tom.

"We displayed some of our artworks at Illuminate last year," Judy says, "in the old fire station. Why not the library next time?"

While Black Cockatoos are not big library users now, they could be.

"Libraries are friendly spaces," says Judy, "a great equaliser. Access to technology, printing, books. Some of us are getting older, some are sick, and the library can support our independence through home delivery and mobiles."

The Black Cockatoos would love the new library to have exhibiting and art-making spaces. A bigger library, and definitely a café. Something that expresses the 'feel of the Shire'; images, history and a big mural, local stories, including Gundungurra and Dharawal stories, too.

"I know what Tony would want," someone says, "he's not here today, but I know he would say a native garden."

The Black Cockatoos attend ceramics class in Picton, 2019.



Futures hub

Transformative change requires fresh thinking.

There is understandable optimism associated with growth and the prospect of a new Community, Cultural and Civic Precinct in Picton. Optimism is tempered by uncertainty: how will the longer term impacts of the global pandemic play out? How do we address expressed community needs for vibrant towns and villages; supporting local artists, makers, writers and creative enterprises; sustainable growth; and preservation of landscape and public amenities?

The concept of ‘futures hub’ will provide a testbed for new technologies, platforms, creative practices and experimental service offerings.

Key question: how do we ignite new thinking and ideas about the future?

The Library Strategy will do this by:

1: Experimental space

The library is the community’s future thinking and experimental hub. It can support decision-making, evidence-based research, entrepreneurial ideas and enterprises by:

- offering scaleable initiatives and programs that can be expanded when the new Library & Working Hub is available
- ensuring the transitional library annexe offers the latest in digital arts and cross-disciplinary STEAM workshops
- supporting local businesses through information, co-working spaces, digital platforms and mentoring.

2: Culture catalyst

The library is already a catalyst for culture. It does this through its focus on reading, literacy, literature, multicultural resources and programs, streaming platforms, diverse workshops and events, and extensive physical and e-collections. With arts and culture workers hard hit by the global pandemic, the library will actively support local artists, art groups, writers, makers and regional festivals by:

- designing and implementing in-residence programs (artists, writers, musicians, historians) to stimulate and discuss futures thinking of all kinds
- supporting local writers, researchers, writers’ groups and festivals
- cultivating stronger links with educational providers and independent researchers working in the GLAM (Galleries, Libraries, Archives, Museums) sector.

3: Library of Things

Non-traditional library collections support sustainability and the recycling of shared community resources. Affordability and equal access is a core library value, even as collections and services change.

- we will investigate the potential for a Library of Things (LoT) that can support the community to share everyday needs: tools, toys, musical instruments, equipment, clothes?
- ensure Wollondilly residents have access to new technologies as they appear: 3D printing, virtual reality (VR), augmented reality (AR)
- develop curated and portable collections. For example, Storysacks: easy to pick up selections of books and other items.

No limits

When asked about what a new public library in Wollondilly should have, young people have no pre-conceived limits on what is possible.

A group of Year 10 students at Picton High want:

- 3D printers and digital art making software
- sleeping pods; pillows, soft furniture
- technology of all kinds - Xbox, computers, virtual reality
- media lab; soundproof recording studio
- colourful spaces, art on walls; inspirational quotes; water feature
- screening room, movies, streaming services like Netflix
- café, hang out spaces, vending machines
- study rooms, help with research, history rooms
- books of interest to them
- water refill station; charging stations; wifi
- board games
- plants, nature, garden
- a library dog.

Primary school students want:

- fairy lights, beanbags and some chairs that swing
- a fireplace and recommended books just for them
- comfortable chairs and lots of space
- movie nights, robotics workshops, cookbooks, cooking days and fun shows
- to be approached by library staff and asked if they need anything, like a butler
- a library like a home with lots of books; cosy, colourful and comfortable.

What is a library kiosk?

The Kiralee Library Pod was launched by Ipswich Libraries to meet the needs of a growing community. It was an Australian first when it opened outside the Kiralee Shopping Centre in October 2019.

The Library Pod offers:

- 24/7 access
- curated collection, restocked daily
- self service vending machine access via mobile phone or library card
- large touch screen for joining library, downloading e-books, magazines, audio
- comfortable benches for sitting, if needed



Wollondilly Library Strategy Timeline Vision

	2020-2021	2022-2023	2024-2025	2026
lifeline	<ul style="list-style-type: none"> • Mobile library service reimagined • Library website redesigned • Focus on community partnerships, grants, new opportunities 	<ul style="list-style-type: none"> • Launch library website and promotional campaign • Continue to support literacy and learning for all ages 	<ul style="list-style-type: none"> • Implement new mobile outreach program 	<ul style="list-style-type: none"> • Continue to take pulse of community and adapt/evolve programs and services
sanctuary	<ul style="list-style-type: none"> • Extend Saturday opening hours: 9.00 am - 4.00 pm • Explore and scope 24/7 library pod/kiosk • Focus on community partnerships, grants, new opportunities 	<ul style="list-style-type: none"> • Extend cultural programs - literacy, learning, arts and creative practices • Introduce Sunday opening hours 10.00 am - 2.00 pm • Appoint new Community Outreach and Partnerships Coordinator 	<ul style="list-style-type: none"> • 24/7 Library pod/kiosk fully activated • Expand STEAM programs & collections 	<ul style="list-style-type: none"> • Identify/scope possible branch library review and evaluate library pod/kiosk
memory place	<ul style="list-style-type: none"> • Initiate local history digitisation project • Investigate regional approach to Aboriginal traineeship • Focus on community partnerships, grants, new opportunities 	<ul style="list-style-type: none"> • Local history collection drive • Explore new discovery platforms for local history/stories • Implement regional Aboriginal trainee program 	<ul style="list-style-type: none"> • Local studies/History Coordinator appointed • Local studies digitisation plan in place, funding secured 	<ul style="list-style-type: none"> • Celebrate graduation of Aboriginal trainees and explore next steps • Decide on inclusion of local history stories and objects in CC&C spaces • Liaise with Gundungurra and Dharawal communities
futures hub	<ul style="list-style-type: none"> • Explore feasibility of temporary library annexe/shopfront • Identify new funding sources • Design expanded digital literacy program • Focus on community partnerships, grants, new opportunities 	<ul style="list-style-type: none"> • Open futures lab • Join design team for community, cultural and civic space 	<ul style="list-style-type: none"> • Futures lab programs and events focus on digital and creative 	<ul style="list-style-type: none"> • Active members of new library and work hub design team • Appoint Digital Production & Training Co-ordinator • Evaluate futures hub and implement recommendations in new library space

Wollondilly Library Strategy

The vision for 2020-2026

Picton Library open 7 days a week:

41 hours (2020)
Now 53 hours (2026)

Library membership grows:

16,445 (2019)
Now 40,000 (2026)

Visitors across all library sites:

72,000 (2019)
Now 150,000 (2026)

Boom in library-run programs of all kinds:

In library, annexe, kiosk, community centres, mobile libraries.

Participation rate up 50% from 2020.

Library Annexe is buzzing:

Could be two retrofitted de-mountables + pop-up café cart

Preferred study site for students & researchers when not hosting: art & craft workshops (all ages); talks; interactive Storytime; digital arts classes; in-residence programs for writers, artists, makers, historians, architects.

Mobile libraries extended:

Fleet (2) enhanced with new retrofitted Sprinter van (1).

Minimal collection but designed for flexible programs and information delivery.

Digitisation of local history collections reaches milestone of 70%:

Collections also available in Trove: new publications and online productions underway.

Audio/video history project launch with new partners/benefactors.

Local artists, creatives and creative industries using library spaces, expertise and collections for:

Working, meeting and research; exhibitions; workshops; digital platforms and specialist digital skills; education classes and video streaming.

Library Kiosk at Tahmoor - great success:

Usage increasing by 20% each month.

Replenishment of borrowing materials moves from weekly to every two days.

Huge increase in e-resource downloads, up 50% since launch.

Per capita investment in library services:

\$30.29 (2018)
Now \$47.00 (2026)

Library vending machine installed at Warragamba:

Roll-out planned for additional towns over next 12 months.

New Library & Working Hub almost ready to open:

Everyone excited.

Game changing event for Wollondilly.



Next steps

The Wollondilly Shire faces numerous challenges over the next two decades. These relate to:

- population growth and associated density
- balancing a semi-rural identity with the kind of economic, social and cultural complexity associated with change on this scale
- the potential for greater economic and social inequity between those benefiting from growth and change, and those potentially left behind.

The library service generates economic, social and cultural benefits across the Shire.

The library:

- supports and improves literacy, reading, digital inclusion, information awareness, and access to a range of cultural experiences
- offers spaces and resources for students, researchers, small businesses, artists and writers
- supports local history, archives, family research and heritage preservation
- helps forge social connections and community identity through its programs, people, mobile and home services, and meeting spaces.

Ultimately, the *Wollondilly Library Strategy 2020-2026* will be successful if more people throughout the Wollondilly Shire find reasons to use and enjoy the spaces, resources, opportunities and programs the library service provides.

Appendices



Objectives and Actions

FOCAL AREA ONE: LIFELINE

COMMUNITY CONNECTOR

Objective 1:1 Expand the mobile library service to include a range of learning, cultural and technology programs delivered in different locations and settings across the Shire.

- 1:1:1 Conduct review into current mobile library service – locations, usage, community expectations.
- 1:1:2 Conduct best practice review of new generation mobile services, nationally and internationally.
- 1:1:3 Rethink and reimagine Wollondilly mobile library service based on above actions.
- 1:1:4 Develop budget for replacement vehicles, including retrofitting costs.
- 1:1:5 Relaunch mobile library service in existing and new locations, including new programs, activities and curated collections.

24/7 ACCESS

Objective 1:2 Design, scope and implement a 24/7 library pod or annexe providing library materials, readings nooks, Council information, and opportunities for interactive learning events.

- 1:2:1 Investigate models for library kiosks/pods.
- 1:2:2 Develop design brief and associated construction, IT, fit-out and security costings.
- 1:2:3 Undertake community research into possible library pod location, information needs and likely usage patterns.
- 1:2:4 Initiate community engagement and training program to ensure confident and safe use of 24/7 facility.
- 1:2:5 Explore options for increased hours and access to Picton Library.

DIGITAL LITERACY

Objective 1:3 Extend digital literacy and inclusion programs to include a range of skill levels from beginner – advanced.

- 1:3:1 Evaluate and build on current digital literacy and inclusion programs.
- 1:3:2 Re-brand, re-launch and extend technology workshops and programs.
- 1:3:3 Build staff capability and confidence in offering digital training and support across a range of devices and platforms.
- 1:3:4 Support access to federal, state and local government services and interfaces.
- 1:3:5 Provide information services and training in research and information navigation skills.

COMMUNITY PARTNERSHIPS

Objective 1:4 Deepen community partnerships with Aboriginal, rural, senior, youth, disability and multicultural groups and organisations.

- 1:4:1 Expand existing community partnerships with Aboriginal, multicultural, rural, senior, youth, disability access, and LGBTQ+ audiences.
- 1:4:2 Further develop strategic partnerships and information exchange with Council's inclusion, community engagement, Aboriginal and social services teams.

VIBRANT WEBSITE

Objective 1:5 Redesign and relaunch library website.

- 1:5:1 Re-design and re-launch up-to-date and user centred library website.

REACHING OUT

Objective 1:6 Develop a community outreach plan in response to changing priorities across the Shire.

- 1:6:1 Convene a community panel to guide the development of a forward-looking outreach plan; including but not limited to programs and activities addressing social isolation, healthy ageing, mental health and digital inclusion.
- 1:6:2 Develop a draft plan and test with Community Panel and relevant Council staff.
- 1:6:3 Monitor community needs, expectations and aspirations via surveys, workshops and community outreach.

FOCAL AREA TWO: SANCTUARY

FLEXIBLE SPACES

Objective 2:1 Scope, design and implement transitional meeting, study and work spaces in preparation for the new Community, Cultural and Civic Space

- 2:1:1 Identify shared space opportunities for library sponsored programs, events, study support and tailored information provision.
- 2:1:2 Investigate options for a library annexe to provide additional meeting, study and workshop spaces during the transition.
- 2:1:3 Ensure spatial and functional design input by library staff into the Community, Cultural and Civic Space at key junctures throughout the design and build process.
- 2:1:4 Improve accessibility and ease of use in relation to all library resources and services, in line with Disability Inclusion Action Plan goals. Ensure new Library and Working Hub is an exemplar in accessibility.

LIBRARY NETWORK

Objective 2.2 Develop feasibility plans for potential branch libraries in growth areas across the Shire.

- 2:2:1 Work with Council planners to identify Voluntary Planning Agreement funding options and potential branch library locations.
- 2:2:2 Activate, promote and evaluate library pod; promote and evaluate new mobile library offering.

LEARNING HOTSPOT

Objective 2.3 Reinforce resources and programs aimed at building digital confidence, learning skills (all ages), writing and research skills.

- 2:3:1 Further develop and promote library collections in physical, digital and online streaming formats and platforms.
- 2:3:2 Continue to offer accessible technology classes, support, equipment, high speed WIFI and advanced training.
- 2:3:3 Extend opening hours in order to offer more opportunities for the community to learn, study, research and participate in learning-related programs.

CREATIVE COMMUNITY

Objective 2.4 Participate in state and nation-wide reading, poetry, art, music and STEAM initiatives.

- 2:4:1 Plan for and participate in Poetry Slams, writers' and music festivals and events, Open Mic nights, Science Festivals, and travelling art exhibitions.
- 2:4:2 Establish mutually supportive sponsorship arrangements to build scale and depth of creative and STEAM programs, events and festivals.

Objectives and Actions

FOCAL AREA THREE: MEMORY PLACE

ABORIGINAL KNOWLEDGE, CULTURE, LEARNING

Objective 3.1 Investigate the feasibility of a shared Aboriginal library and local history specialist with neighbouring library services (Camden, Campbelltown, Liverpool).

3:1:1	Establish working group and service level agreements with adjacent Council library services.
3:1:2	Advocate for implementation of above; including consultation with Gundungurra and Dharawal groups/communities in scoping the project.
3:1:3	Ensure all library staff attend UTS short course: Building Indigenous Services and Collections in Libraries
3:1:4	Expand local Indigenous and community languages, local history and special interest collections.

LOCAL HISTORY/LOCAL IDENTITY

Objective 3.2 Strengthen expertise in local studies, digitisation and family history services.

3:2:1	Recruit local studies librarian to build local studies collections and oversee digitisation program.
3:2:2	Support local Historical Societies on new collecting and exhibiting projects.
3:2:3	Seek sponsorship and support for digitisation program and implementation timeline.
3:2:4	Ensure family history researchers are supported with relevant databases, information and training.

COLLECTING FOR EVERYONE

Objective 3.3 Build diverse local studies collections across the region; sharing practices, platforms and exhibitions.

3:3:1	Investigate feasibility of linked local history collections with other regional library services.
3:3:2	Ensure local history objects, artefacts and stories are included in design of new Community, Cultural & Civic Space.
3:3:3	Develop local history capture project to track current and future changes across the Shire eg Bushfires, changes to landscape

SHARED ACCESS

Objective 3.4 Work with local tourism providers and businesses to enhance knowledge of and access to Wollondilly's unique heritage, stories and collections.

3:4:1	Liaise with businesses about use of local history images and information in shop/website design and promotion.
3:4:2	Work closely with Dilly Wanderer to enhance information provision and ensure mobile library can complement new initiatives.
3:4:3	Ensure library presence at special events: Illuminate, festivals, fairs.
3:4:4	Increase Wollondilly Library profile within Council, including the understanding and knowledge of the value and benefits of libraries to the community.
3:4:5	Explore potential for augmented reality (AR) projects to enhance knowledge and understanding of local histories, including Aboriginal and colonial histories and events.

FOCAL AREA FOUR: FUTURES HUB

EXPERIMENTAL SPACE

Objective 4.1 Use transition to think differently and experiment with new services

4:1:1	Use transition to experiment with small-scale initiatives and programs that can be enhanced once new Library & Working Hub is in place.
4:1:2	Design and implement a transitional annexe available for workshops, classes, individual and group experimentation in the digital arts and cross-disciplinary STEAM projects.
4:1:3	Recruit digital skills specialist to develop internal digital skills and contribute to the emerging digital technologies required for new spaces/services.
4:1:4	Collaborate with specialists to run workshops in emerging digital platforms, especially in the digital arts.
4:1:5	Support Council decision-making and local business growth with evidence-based research/information curated by qualified librarians.
4:1:6	Ensure new library spaces can support co-working and small business activities.

CULTURE CATALYST

Objective 4.2 Actively support local artists, art groups, writers, makers and regional festivals.

4:2:1	Design and implement in-residence programs (artists, writers, musicians historians) to stimulate and discuss futures thinking of all kinds.
4:2:2	Support local writers, researchers, writers' groups and festivals.
4:2:3	Cultivate stronger links with educational providers and independent researchers working in the GLAM (Galleries, Libraries, Archives, Museums) sector.

LIBRARY OF THINGS

Objective 4.3 Investigate potential demand for non- traditional library collections.

4:3:1	Investigate potential demand for Library of Things: tools, toys, equipment etc.
4:3:2	Ensure Wollondilly residents have access to new technologies as they appear: 3D printing, virtual reality (VR), augmented reality (AR).
4:3:3	Develop curated and portable collections: Storysacks

Bibliography

1	Australia Council for the Arts (2017)	<i>Connecting Australians: Results of the National Arts Participation Survey</i> , Sydney, June 2017
2	ARUP (2015)	<i>Future Libraries</i> , Arup University, London
3	Cadzow, J. (2019)	'One for the books: the unlikely renaissance of libraries in the digital age'. <i>Good Weekend, Sydney Morning Herald</i> , 28/9/2019
4	Create NSW (2019)	<i>Cultural Infrastructure Plan 2025+</i> , NSW Government
5	Elton Consulting (2019)	<i>Consultation Outcomes Report Stage 1: Wollondilly Shire Community, Cultural and Civic Precinct</i> , May 2019
6	Foundation for Young Australians (FYA), 2019	<i>Future Skills Framework 2030 Factsheet</i>
7	Kaner, H. (2018)	'True 'Smart Cities' should invest in libraries', <i>CityMetric</i> , April 24, 2018
8	Maunder, S. (2019)	First library in Victoria to open 24 hours a day, seven days a week has town buzzing, ABC Gippsland: https://www.abc.net.au/news/2019-12-27/foster-library-first-in-victoria-to-open-24-hours-a-day/11777696
10	PlaceScore (2019)	<i>Wollondilly Shire Council: Local Environmental Plan Community Insights Report</i> , April 2019
11	Profile ID (2020)	<i>Wollondilly Shire Community Profile</i> : https://profile.id.com.au/wollondilly
12	Richter, J. (2019)	'Ground-breaking library pod opens in shopping centre', <i>Ipswich First</i> , October 2019: https://www.ipswichfirst.com.au/ground-breaking-library-pod-opens-in-shopping-centre/
13	Scanlon Foundation (2019)	<i>Mapping Social Cohesion: The Scanlon Foundation Surveys 2019</i> , Andrew Markus, Monash University
14	State Library of NSW (2012)	<i>People, Places: A guide for public library buildings in NSW</i> (Third Edition)
15	State Library of NSW (2018)	<i>Public Library News, Mobile and Outreach</i> , Winter 2018, Volume 24 No 1
16	State Library of NSW (2019)	<i>Public Library Statistics 2017/8</i> : https://www.sl.nsw.gov.au/public-library-services/advice-and-best-practice/public-library-statistics
17	State Library of Victoria (2014)	<i>Creative Communities: the cultural benefits of Victoria's public libraries</i> , Project Sisu for SLV/Public
18	State Library of Victoria (2018)	<i>Libraries Work! The socioeconomic values of public libraries to Victorians</i> , SGS Economics and Planning
19	Wollondilly Shire Council (2017)	<i>Create Wollondilly: Community Strategic Plan 2033</i>
20	Wollondilly Shire Council (2018)	<i>Community Research</i> , Prepared by Micromex Research, September 2018
21	Wollondilly Shire Council (2019)	<i>Community Participation Plan 2019</i>
22	Wollondilly Shire Council (2020)	<i>Wollondilly 2040: A Vision for the future of Wollondilly; Local Strategic Planning Statement</i> , March 2020

Glossary of Terms

ATSI	Aboriginal and Torres Strait Islander
Collection development	Library collection development is the process of meeting the information needs of the people (a service population) in a timely and economical manner using information resources locally held, as well as from other organisations.
Creative Industries	The creative industries are innovation led, knowledge intensive and potentially exportable businesses that cover a range of creative practices across all art forms.
Digital literacy	The ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.
Digitisation	The conversion of text, pictures, or sound into a digital form that can be accessed by an electronic device, computer, tablet etc.
DIAP	Disability Inclusion Action Plans
FAW	Fellowship of Australian Writers
FTE	Full-time equivalent
Lifelong learning	Providing formal and informal learning opportunities throughout people's lives in order to foster the knowledge and skills needed for work, pleasure and community participation.
LoT	Library of Things: non traditional library collections
Masterplan	A detailed vision and plan that helps guide decision- making, design, and subordinate plans.
Partner	An individual, group, organisation or business with whom Wollondilly Shire Council can work to deliver a cultural event or program that brings benefit to both parties.
Pop-up library outreach	New generation mobile or ephemeral libraries, which can include refurbished shipping containers, modified caravans, architect-designed pods, motorcycles and bicycles, or the temporary occupation of vacant shopfronts.
SLNSW	State Library New South Wales
SLV	State Library Victoria
STEAM	Science Technology, Engineering, Arts, Mathematics
STEM	Science, Technology, Engineering, Mathematics



Wollondilly
Shire Council

