

# STRATEGIC PLAN 2021–2026



**GLENELG LIBRARIES RESPECTFULLY ACKNOWLEDGES THE TRADITIONAL LANDS AND WATERS OF THE GUNDITJMARA PEOPLE, BUNGANDITJ PEOPLE, JARDWADJALI PEOPLE AND THEIR RESPECTIVE CULTURAL HERITAGES. ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE PROVIDE AN IMPORTANT CONTRIBUTION TO AUSTRALIA'S CULTURAL HERITAGE AND IDENTITY. WE RESPECTFULLY ACKNOWLEDGE THE ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITY LIVING THROUGHOUT THE GLENELG SHIRE AND THE CONTRIBUTION THEY MAKE TO GLENELG SHIRE'S PROSPERITY AND WELLBEING.**



**“I LOVE THE LIBRARY! IT’S HONESTLY ONE OF MY FAVOURITE PLACES AND SERVICES IN PORTLAND. I USE IT FREQUENTLY TO BORROW BOOKS. THE STAFF ARE EXCEPTIONAL, NOTHING IS EVER TOO MUCH TROUBLE, AND THEY’RE ALWAYS A TREAT TO SEE AND TALK TO IN MY WEEK.”**  
**(2021 LIBRARY SURVEY)**

# CONNECTING OUR COMMUNITY

## OUR VISION

Connecting our Community

- Through welcoming places and spaces
- Through literacy and lifelong learning
- Through facilitating access to technology and online services
- Through engagement with our network of community partners.

Our collection is our core service, but a modern library is so much more than books and DVDs. We have ebooks and emagazines, children's activities, programs for young people and adults, workspaces, relaxing spaces, community spaces, computers, printers and free wifi. Get connected at your library.

## OUR COMMITMENT

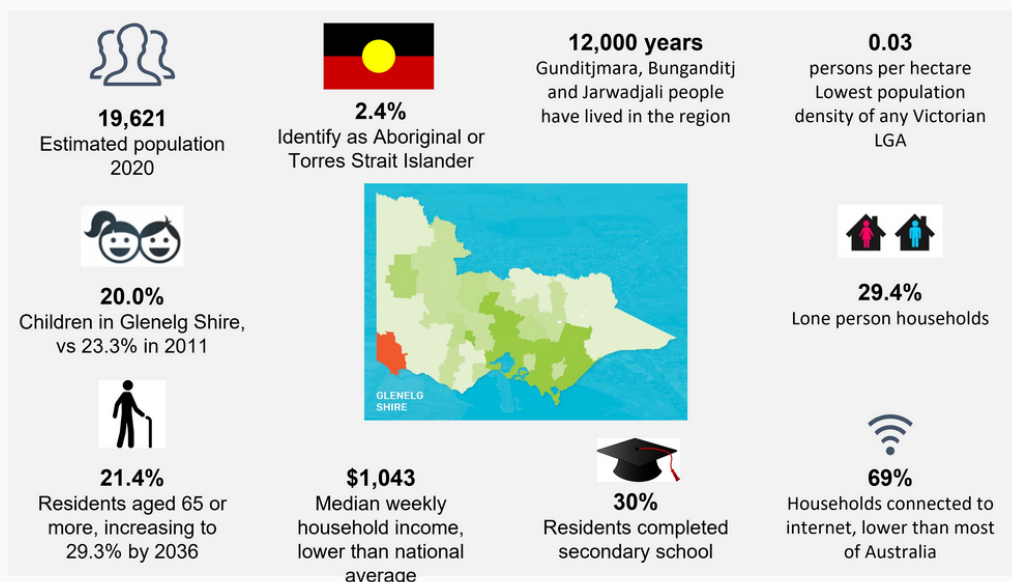
At Glenelg Libraries we are committed to providing user-friendly accessible library services that connect library users to information and resources, technology and online services, one another, the community and Glenelg Shire's cultural and Aboriginal heritage.

We care about our community and strive to ensure that every person's library experience – in our libraries, online or at community events – is the best it can be.



# A UNIQUE PLACE, A UNIQUE COMMUNITY

The Glenelg Shire population is unlike any other in regional Victoria. From Casterton in the north to Narrawong and Nelson, central Heywood and Dartmoor, and Portland and Cape Bridgewater in the South, the nearly 20,000 people who live in Glenelg are proud and passionate about the place they call home. (Source: 1,4)



These distinctive population characteristics are significant when it comes to planning provision of library and other community services across the Glenelg Shire.

- An older and ageing population, many of whom live alone, typically have high demand for recreational reading materials. They are more likely to need support to access and use emerging technology and online government services. They are also looking for opportunities to connect with their community and reduce social isolation.
- Pre-school children and their families use the library to access early years' literacy programs and borrow high volumes of board books, picture books and early readers. Primary school age children borrow books suitable to their reading level and participate in after school activities and school holiday programs at the library.
- Secondary students and young adults use the library for individual or group study. They access the wifi, occupy a quiet corner and find something to do in targeted youth programs.
- Vulnerable community members access learning resources and online learning programs. Jobseekers have access to online jobsites, computers, printers and photocopiers. People living in low income households can borrow books, magazines, DVDs and CDs for free, and the library provides free access to computers and wifi services.
- Through collections, programs, artwork and artifacts the library is also a place which strives to showcase and celebrate the region's local history, rich Aboriginal heritage and modern culture.

The library is a service for the entire community. Glenelg Libraries welcomes and is used by residents of all ages and abilities, social and economic circumstances, culture and beliefs. Through its branch network, outreach and online services the library reaches out across the Shire to deliver library services wherever people live and work.



**“IT’S A PROFESSIONAL SERVICE THAT ALWAYS  
DELIVERS ON MAKING THE COMMUNITY A MORE  
INCLUSIVE, ACCESSIBLE AND SAFE PLACE TO BE.  
INTEGRAL TO THE COMMUNITY, IF NOT, THE MOST  
INTEGRAL SERVICE OF THE GLENELG SHIRE SUITE OF  
SERVICES.”**

**(2021 LIBRARY SURVEY)**

A photograph of a library bookshelf. The shelves are made of light-colored wood. Several books are visible, with colorful spines in shades of blue, yellow, and red. In the foreground, there are some colorful children's toys, including a blue and yellow striped object and a red and white striped object. The background is slightly blurred, showing more shelves and books.

# LIBRARIES IN AN EVER CHANGING WORLD

Glenelg Libraries are open to everyone and used by a wide cross-section of the community. More than 30% of the population are library members and at least 40% of the population are estimated to be library users.

In planning for the future the library service must continue to cater for the reading, learning and social needs of people of all ages, backgrounds, abilities and interests. It must also remain flexible and adapt to an evolving population, an ever-changing society, constant shifts in the economy and emerging trends in the public library sector.

## AN OLDER AND MORE DIVERSE POPULATION

The Glenelg Shire population forecast for 2021 is 19,859, with 6% growth expected over the next 15 years to 20,989 by 2036. While this is a relatively low population growth forecast, by Victorian and regional standards, there will be some significant changes in the Shire's demographic profile over this time. Most notably, there will be a dramatic increase in the proportion of the population aged 65 years or more, up from 21.4% (4,221 people) to 29.3% (6,180 people). This will be offset by falls in the proportion of young people aged 15 to 24 years (from 11.1% to 8.6%) and mid-aged people aged 40 to 64 years (from 36.9% to 31.1%).

Other likely population shifts, consistent with national trends, will be:

- increasing numbers of people living in the Shire who were born overseas, with much of this growth anticipated to come from internal migration of people from diverse cultures
- continued changes in workforce dynamics, with fewer people working in full-time jobs, increased casualisation of the labour force and more people with multiple jobs (including microbusinesses)
- increasing numbers of people in communities who need support due to mental health issues, homelessness, addiction and domestic violence.

## IT'S ALL ONLINE

As government, retail, commercial and entertainment services increasingly adopt online channels as their primary method of service delivery, access and digital literacy challenges remain. More than 1 in 6 people, and potentially higher numbers of the ageing and the rural and remote population, do not have access or reliable access to the internet and/or lack skills and confidence in using modern technology. For many, the ability to access computers, wifi, printers and helpful support at the library is a service they could not do without.

## LIVING WITH COVID

COVID-19 has changed the way we live, work and play. It has also changed the way people engage with library services and the way those services are delivered to the community. As we come to terms with living in a 'COVID-normal' world some changes will continue to influence Glenelg Libraries.

- Use of ebooks and digital resources increased by more than 50% during COVID lockdowns. For the first time many library users experienced downloading and reading books online. Some have continued to use this option, while many others still prefer to have a book in their hands and utilised Click and Collect services during lockdown periods.
- The importance of the library in providing opportunities for social connection was recognised. Programs and events such as Storytime and Rhymetime sessions for young families, Home Library delivery services, art/craft programs and author events, along with safe spaces for those that may be feeling isolated in our community all contribute to improved connection and wellbeing outcomes.
- Social distancing and space limitations led to redesign of library layouts, especially in the placement of casual seating and individual/small group workspaces.
- While more people are working from home some have found that home is not an ideal work environment and are instead choosing to work from the library.
- People moving from metropolitan to regional and rural areas come to the library with high expectations of the scope of services they can access.

Glenelg Libraries acknowledges the future challenges that we will endure together as a result of the COVID pandemic. We are committed to ensuring this plan is flexible and adaptive to the changing local, regional and national social and economic environments, so that we can include all of our communities, partners and staff in working towards full recovery. Our resilience, confidence and pride will prevail.

## 21ST CENTURY LIBRARIES

Public libraries have historically been adept at transforming in response to changing community expectations and increased use of technology. Although three Glenelg Libraries branches may be in the same location that they were 20 years ago, their services and delivery have evolved with the introduction of ebooks, self-checkout, wifi services and increased library programming. (5)

Global changes occurring in the provision of public library services will also influence the way that local libraries evolve in the next 10 years. For example, libraries are moving toward:

- extended opening hours and 'open libraries' (24/7 access, part staffed/part unstaffed)
- co-location of libraries, community, learning and business services
- outreach and in-community service access and delivery (e.g. Click and Collect models)
- libraries as the 'third place' (beyond work and home) and libraries as 'place' (where space to relax, study, work, connect and create is a primary appeal to many library users)
- collaborative learning and working, especially in relation to literacy and lifelong learning.

**"IT WAS MY REFUGE/HAPPY PLACE TO SIT AND  
READ, PERUSE AND BROWSE. LOCKDOWN  
AFFECTED MANY. STAFF ALWAYS HELPFUL AND  
HAPPY TO ASSIST WHEN NEEDED."  
(2021 LIBRARY SURVEY)**

## UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



The UN Sustainable Development Goals (SDGs) agenda is a framework of 17 Goals which span economic, environmental and social development. The Goals are an urgent call for action by all countries – developed and developing – in a global partnership. They recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth, all while tackling climate change. The Australian public library sector recognises the importance of realising these goals and uses them as a reference for future planning. (7)

Three goals align perfectly with the work that many public libraries are already undertaking, including:

- Peace, Justice and Strong Institutions (Goal 16), including Target 16.10 re public access to information
- Reduced inequalities (Goal 10)
- Quality education (Goal 4).



# A WELL LOVED COMMUNITY SERVICE

Glenelg Shire has three library branches at Portland, Heywood and Casterton, all of which offer the full range of contemporary public library services:

- physical and digital collections for people of all ages and interests
- information and reference services
- community programming, including the popular early years' literacy programs
- free access to computers, the internet and wifi services
- places and spaces where people can read, relax, study, work, meet and create.



Glenelg Libraries also has an outreach van which visits Merino, Digby and Dartmoor every three weeks, providing smaller communities with access to collections and a point of social connection. The library website (<http://www.glenelglibraries.vic.gov.au/>) is the service's '4th branch', and allows users to:

- search the catalogue, request items and renew loans
- access ebooks, eaudiobooks and online movie streaming
- access online databases and local history resources
- find out what is on at the library
- print a document for collection at the library.

The library also operates a Home Library Service that delivers books and collection items to homebound and residents living in aged care facilities.

Glenelg Shire has, by industry standards, a well-used and well-run library network. On average, each year the Glenelg Libraries have around:

- 7,000 members and 3,000 active borrowers
- 36,000 physical collection items and more than 2,000 digital resources
- 90,000 branch visits
- 30,000 website visits
- 100,000 loans of physical items and 10,000 downloads of ebooks and digital resources
- 25 computers and 20,000 computer and wifi sessions
- 2,000 participants in library programs (e.g. Story Time, author talks, school holiday programs).

On a per capita basis the number of visitors to library branches, loans of books and DVDs, and use of computers and the wifi is well above the national standards for public libraries of comparable size and location. Turnover of library stock is above average and operating efficiency is also high.

Per capita library funding and staffing are below average, and with lesser capacity the number and range of library programs offered (and consequently participation levels) is also well below average.

## 2021 LIBRARY USER SURVEY

The development of the Glenelg Libraries Strategic Plan was informed by a 2021 survey of more than 160 library users. Survey feedback found that Glenelg Libraries are a well-loved community service.

- Average customer satisfaction rating was 9.15 out of 10, with 77% of respondents rating the library at 9 or 10 out of 10.
- High satisfaction levels across the library network with scores of 9.9 on the Library2Go van, 9.5 at Casterton, 9.1 at Portland and 8.9 at Heywood.
- 30% of library users visit the library at least once a week, with more than two thirds visiting at least once a month.
- 80% typically borrow something when they come to the library, mostly books, magazines or DVDs.
- 51% ask library staff for assistance in reading suggestions, using computers or finding information (which is above industry averages of around 40%).
- 42% use the library website to browse the catalogue, reserve items, download ebooks or find out what's on at the library.
- 30% use the library computers, wifi or printers and scanners.
- 23% bring children to the library to attend a program or borrow books and DVDs.
- 16% participate in library programs.
- 95% view the library staff as knowledgeable, helpful, professional and courteous.
- 92% believe the library has a reputation as a safe place, and more than 80% believe the library is a hub for community activities and connections that attracts people from all walks of life.

When asked how they thought the library serviced could be improved, respondents offered a wide range of suggestions – more activities for children, more programs and guest speakers for adults, a more user-friendly website, longer weekend opening hours, better library facilities at Heywood and Casterton, eye-level display of books and spaces for nursing mothers.

**“A chance for the disadvantaged to access computers. A great place to meet up and take the kids when it is wet, just to get them out of the house. Reading opens up different worlds. I don't know how I would have coped in lockdown without books.”**  
**(2021 Library survey)**



**“I am deeply grateful for their dedication to making the Portland Library inviting for young people, and a safe space for LGBTQIA+ youth.”** (2021 Library survey)

# RESPONDING TO COMMUNITY NEEDS AND PRIORITIES

Glenelg Libraries' Strategic Plan 2022–2026 has been developed within the context of the Glenelg Shire 2040 Community Plan and Vision 1, Glenelg Shire's Council Plan 2021–2025 2, and the Glenelg Shire Municipal Public Health and Wellbeing Plan 2021–2025 3. Among the six strategic priorities identified in the Council and Community Plans, the library service has a particular role in supporting health, wellbeing, lifestyle and cultural outcomes.

**Our Health and Wellbeing:** By 2040, all of our community feel proud of where they live, and Glenelg Shire is a welcoming place embracing our diverse stories and experiences. Regardless of age, personal circumstance or physical ability we all feel supported to live a healthy and engaged life.

**Our Lifestyle, Neighbourhoods and Culture:** By 2040, our community live in a home that suit their stage of life, and is close to the services and facilities they need. The character of our townships and neighbourhoods are strengthened and our community infrastructure supports the changing needs of our community. We share our stories proudly to connect and enrich life in our region.

Therefore, Glenelg Libraries will continue to strive to provide universally accessible safe, inclusive and respectful places that enable residents to efficiently access needed services or pursue opportunities that enrich their lives. The library will:

- facilitate participation in education, lifelong learning and employment opportunities
- support connection to current and emerging technologies
- contribute to community health and wellbeing and social inclusion
- build community skills and capability.

"Refuge for lonely people, shy people, stressed mums, disadvantaged kids, sole parents, quiet study place, access to newspapers and magazines for poor people." (2021 Library survey)

The development of the Glenelg Libraries' Strategic Plan has also been informed by:

- current research on best practice in public library services and emerging trends in society
- benchmarking library collections and use against similar libraries and state/national standards
- demographic statistics and population forecasts for Glenelg Shire
- library user and stakeholder views on current library services and future service opportunities.

During the consultation process Glenelg Libraries:

- conducted an online survey of library users
- hosted open community consultation sessions in Portland and Heywood Libraries and (due to COVID restrictions) online consultation with Casterton Library users
- surveyed and interviewed current and potential library partners among community, education, human services and cultural organisations
- spoke to Councillors and to library partners within Council business units
- workshopped improvement opportunities with library managers and staff.

Complementary outputs from the planning process included:

- a demographic profile of the Glenelg community
- library benchmarking analysis
- a summary of responses to the library user and non-user survey
- a summary of trends in contemporary public library services.

# OUR VISION FOR THE FUTURE

## OUR VISION

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### CONNECTING OUR COMMUNITY

Our collection is our core service, but a modern library is so much more than books and DVDs. We have ebooks and emagazines, children's activities, programs for young people and adults, workspaces, relaxing spaces, community spaces, computers, printers and free wifi. Get connected at your library.

## OUR COMMITMENT

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At Glenelg Libraries we are committed to providing user-friendly accessible library services that connect library users to information and resources, technology and online services, one another, the community and Glenelg Shire's cultural and Aboriginal heritage.

We care about our community and strive to ensure that every person's library experience – in our libraries, online or at community events – is the best it can be

## OUR PRIORITIES

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Through consultation with library users, stakeholders and the community Glenelg Libraries has identified four strategic priorities for the next five years..



Key actions against each of these priorities are outlined in the following pages. More detailed action plans, timelines and performance measures will be developed as part of the library's annual planning process.

## PRIORITY PROJECTS

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- Seek funding/partnerships for the redevelopment of the Heywood and Casterton Libraries.
- Upgrade of the Library Website.
- Develop and implement a community engagement plan for Library services.
- Expand the range and reach of programming across the Shire.

# WELCOMING AND VIBRANT PLACES AND SPACES

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“Public libraries demonstrate their commitment to the principles of access and equity by providing safe, welcoming and inclusive spaces. Public libraries are increasingly valued in the community for being:

- a place where all are welcome, access is free, and there are no judgments
- a place where people come to read, relax, learn, study or work
- a place where people come together to meet, to connect with one another, to create and to celebrate their community
- a place staffed by people who are there to help.” (Australian Public Library Guideline 8) (6)

Glenelg Libraries aim to provide safe, welcoming and inclusive physical and digital places and spaces that meet the needs of our community and are a point of pride. Our library network and online service points will be attractive, engaging, flexible, sustainable and encourage library use and participation.

The redevelopment of Portland Library in 2018 has created an outstanding contemporary library. The combination of dedicated children’s and youth zones, quiet research areas, flexible meeting rooms, exhibited artworks, comfortable casual seating and an outdoor deck overlooking Portland Harbour exemplifies the best in modern library design. Portland Library is a rich repository of reading resources and information, as well as being a community lounge, a study hall, an internet café, a gallery and a playground all rolled in to one.

Heywood and Casterton Libraries are well-situated but require additional investment if they are to become active connected service hubs that draw people in and strengthen community capability and connections. Similarly, with steadily increasing use of resources and online programming the library website requires an upgrade to enhance user access to library collections and services.

The Library2Go van provides local access to library resources and a gathering point for people in Merino, Digby and Dartmoor. Emerging service models (e.g. Click and Collect) will be investigated to ensure that we achieve the right balance of service access and efficiency in smaller townships across the Shire.

We will also examine our provision of outreach services in the community to try and maximise access to library collections for priority population groups – that is, young families with pre-school children; elderly and housebound readers and those living in institutional settings.

## **Over the next 5 years we will:**

- 1.1. Plan and re-develop engaging, culturally inclusive and contemporary library branches across the Shire.**
- 1.2. Upgrade the library website to make it more appealing, functional and user-friendly.**
- 1.3. Explore opportunities to enhance community access to library services through expanded use of the Library Outreach van, outreach and express library service models.**
- 1.4. Explore and implement revisions to library opening hours across the Shire to optimise community access to library services.**

# LITERACY AND LIFELONG LEARNING

"Library programs are core services for all public libraries – regardless of size. Programs highlight the collections, resources, knowledge and expertise that reside in the library to enrich the lives of participants and deliver real and significant benefits to communities. Library programs:

- inspire a love of reading and literature
- build literacy and language skills
- facilitate lifelong learning
- enable personal development
- encourage a sense of belonging and community involvement
- foster discussion, debate and innovation based on accurate and authoritative information
- celebrate culture and heritage
- promote and model diversity, inclusion, tolerance and respect.

Library programs allow participants to develop strong, deep and productive connections with their library, its collections and staff, other participants and their community. Programs also encourage people who may not be library users to visit the library for the first time." (Australian Public Library Guideline 6) (6)

Libraries change lives in many different ways, especially through the power of programs which combine a blend of educational, skill development and social outcomes. Glenelg Libraries offer a range of programs to connect people to library collections, services and their community. Story Time, Rhyme Time, author talks, BookChat, school holiday programs, Book a Librarian (1 on 1 computing help), Libraries After Dark and other programs all reach out to different audiences and encourage effective and productive use of the library.

However, participation in Glenelg's library programs is not at the level experienced in similar library services. Challenges with staffing levels, and more broadly with recruitment and retention of skilled and qualified staff in rural areas, have limited the capacity for more comprehensive program development and delivery, particularly for programs offered outside of Portland. COVID restrictions have further limited access, although this has been partially offset by offering programs online.

We will work to maximise the impact of our resources and staff capability by targeting our programming efforts to those areas of greatest need in our community – boosting literacy levels, reducing disadvantage and promoting social connections and wellbeing.

## Over the next 5 years we will:

- 2.1. Expand the range and reach of library programming across the Shire to increase community engagement to benchmark levels.**
- 2.2. Focus library programming on:**
  - early years' and childhood literacy**
  - lifelong learning and lifestyle programs**
  - digital inclusion**
  - social connections and community health and wellbeing.**
- 2.3. Develop and implement a community engagement plan which uses a variety of media and communication channels to increase awareness and understanding of available library services.**
- 2.4. Undertake deliberative engagement with library users and partners in the identification, planning, design, development, promotion, delivery, location and evaluation of library programs.**

# ACCESS TO TECHNOLOGY AND ONLINE SERVICES

“Digital literacy and access to current technology are essential to effective participation in society, access to government services and information, and engagement with learning and community activities. Many people lack confidence and skills in using computers, or searching, filtering and making use of digital information.

Public libraries play an important role in bridging the ‘digital divide’. For some members of the community, their only access to computers, devices, technology and the internet is at their local library. Therefore, libraries need up to date hardware, software, applications, equipment and staff capabilities to ensure the best possible experience for the community.” (Australian Public Library Guideline 7) (6)

While more and more government, education, financial and personal services are shifting online as their primary mode of delivery, Glenelg Shire has relatively low levels of internet connectivity. The 2016 census found that only 69% of Glenelg households had a fixed or mobile internet connection, compared with 74% in Regional Victoria and 80% statewide. (4) Access levels will have increased over the past 5 years, but it is still likely that at least 1 in 5 households in Glenelg does not have internet access.

Casterton, Heywood and Portland Libraries are therefore a crucial service for people who do not have any and/or reliable access to the internet. This extends to access to printing, photocopying and scanning services where the cost of equipment and supplies is prohibitive for many in the community.

Through library programming and personal support from staff, the libraries also play an important role in helping to build people’s skills and confidence in using modern technology. This has been particularly evident in recent times where library staff have assisted Glenelg residents and library visitors to access various online government services, employment services, education providers and border pass application sites on a regular basis.

## Over the next 5 years we will:

- 3.1. Continue to provide access to computers, portable devices, wifi, printing, copying and scanning equipment which enable people across the Shire to connect to online information, resources, applications and services.**
- 3.2. Continue to provide technology support and skill development opportunities at the library to reduce the impact of digital isolation.**
- 3.3 Continue to expand the quality, range and ease of access to ebooks, eaudiobooks and other digital resources**



# NETWORK OF COMMUNITY PARTNERS

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“Library services collaborate with a wide range of community, education and government agencies to improve the reach and accessibility of library services, improve the efficiency of service delivery, and minimise service duplication. Partnerships can broaden the range of programs and services available to the community and expand audience engagement. Partnering with groups and organisations that provide specific knowledge, skills or equipment increases the library’s ability to embrace contemporary issues and trends, providing valuable insights and opportunities to strategically engage with the community and enhance visibility of library services.” (Australian Public Library Guideline 13) (6)

Victorian public library services deliver, on average, a net return to the community of \$4.30 for every \$1 invested. (8) Due to the high level of readership and the absence of alternative service opportunities this net benefit is even higher in Glenelg Shire at \$5.10 per \$1. Increasing the reach, use and impact of library services has a direct impact on the Glenelg community’s capacity and wellbeing and the net return for individuals, the community and Council.

Glenelg Libraries currently works closely with Council business units and a variety of community, education and government agencies to complement and support delivery of integrated library services. This includes working from time to time with:

- playgroups, kindergartens and schools
- aged care facilities, community service and health providers
- local authors, historical and cultural groups
- local community groups
- Aboriginal organisations.

We understand that by being more proactive and targeted in our partnering activities we will be better able to reach out to under-represented and emerging population cohorts, increase library use, expand our service offering and increase service efficiency through leverage of our community facilities (e.g. library buildings, outreach van) and staff resources. In doing so, we will also contribute to achievement of Glenelg Shire’s Council Plan and Vision and its health, wellbeing, cultural, lifestyle, educational and employment objectives.

## Over the next 5 years we will:

- 4.1. Engage, consult and collaborate with community partners to align, where relevant, service delivery in relation to community wellbeing, family and children services, youth development, aged and disability services, and arts and culture.**
- 4.2. Strengthen our connections with local education providers (from kindergartens to the U3A) and welfare organisations.**
- 4.3. Strengthen connections with local community groups across the Shire.**
- 4.4. Strengthen relationships with Gunditj Mirring Traditional Owner Aboriginal Corporation, Winda-Mara Aboriginal Corporation and Dhauwurd Wurrung Elderly and Community Health Service (DWECH) to improve opportunities for cultural inclusion within the Library services.**

# ADDITIONAL RESOURCES AND REFERENCES

## LIBRARY BENCHMARKING

The table below shows where Glenelg Libraries (with a regional population of 20,000) sat against the national public library standards in 2018-19 (the last year of data unaffected by COVID restrictions). (6)

Australian standards December 2020 For population ~ 20,000		Glenelg Libraries	vs Australian standard	
Library Operations				
S1	Library expenditure per capita	\$48.52	-13%	Median \$56 \$43 to \$73
S2A	Staff FTE per 3,000 population (minimum)	0.79	-37%	1.25
S2B	Qualified staff FTE per 10,000 population (minimum)	1.0	0%	1.0
S3	Tier 1 Library opening hours	48	+20%	40
Collections and Services				
S4	Expenditure on library materials per capita	\$5.25	+17%	\$4.50
S5	Collection items per capita	1.93	-3%	2.0
S6	Age of collection - % purchased in last 5 years	50%	+25%	40%
S7	Public internet workstations per 2,500 population	4.08	+240%	1.2
Service Use				
S8	Library members as % of population	36%	+20%	30%
S9	Visits to library per capita	6.6	+89%	3.5
S10	Circulation (loans per capita)	6.2	+77%	3.5
S11	Turnover of stock (loans per collection item)	2.9	+93%	1.5
S12	Number of visits to the library website per capita	2.8	+33%	2.1
	Number of hours of use of public PCs per capita	0.29*	-3%	0.30
S13	Program participation per capita	0.18	-41%	0.30
S14	% of customers who rate service as ‘good’ or ‘very good’	96%	+6%	90%

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