



LIBRARY STRATEGY 2020

PROSPER THE FUTURE, NURTURE THE NOW

OUR BRANCHES



BIGGENDEN
LIBRARY & CUSTOMER
SERVICE CENTRE



GAYNDAH
LIBRARY & CUSTOMER
SERVICE CENTRE



EIDSVOLD
LIBRARY & CUSTOMER
SERVICE CENTRE



MONTO
LIBRARY & CUSTOMER
SERVICE CENTRE



MUNDUBBERA
LIBRARY



MT PERRY
LIBRARY & CUSTOMER
SERVICE CENTRE

ABOUT US

WHAT WE DO

Our libraries play a vital role in our communities, not just as providers of books and information, but as vibrant centres of community life.

- We provide access to collections, activities and information in a range of community languages.
- We actively support development of the love of reading and lifelong learning.
- We offer advice people need to find, evaluate, and use resources to enhance individual and collective quality of life.
- We provide six welcoming and comfortable branch libraries where people can connect locally.
- We develop and provide friendly, professional and well-trained staff.
- We deliver programs and services to support learning at each life stage and recognise the diversity of our community.



OUR DIRECTION

VISION

Empowering our communities to explore, prosper and connect for life.

MISSION

Supporting the social, economic and cultural development of our communities by connecting people, information and ideas, inspiring lifelong learning, and building strong and cohesive communities.

VALUES

Our library service confirms its commitment to North Burnett Regional Council's values as identified in the 2013-2018 Corporate Plan. These are:

- Safety
- Service
- Ethics
- Honesty
- Respect
- Integrity

"Coming together is
a beginning; keeping
together is progress;
working together is
success"

HENRY FORD

CONSULTATION

Various consultations were undertaken to forecast strategic goals and engage and seek views of key stakeholders.

SWOT ANALYSIS - See appendice 1

24 July 2014 - NBRC Library Team Meeting

6 October 2015 - NBRC Customer Service/Library Team Meeting

SURVEYS - See appendice 2

2 June 2015 to 31 July 2015 - Survey available online and on counter

2 June 2015 to 31 July 2015 - Genie Wishes on counter

SCHOOL WORKSHOPS - See appendice 3

7 October 2015 - Gayndah State School, Year 4

8 October 2015 - Mulgildie State School, Year 3-6

16 October 2015 - Perry State School, Year 4-6

COMMUNITY WORKSHOPS - See appendice 4

6 January 2016 - Perry Library

7 January 2016 - Biggenden Library

11 January 2016 - Mundubbera Library

12 January 2016 - Eidsvold Library

13 January 2016 - Gayndah Library

14 January 2016 - Monto Library



COMMUNITY SPACES

NORTHBURNETT LIBRARIES ARE WELL PLANNED AND PRESENTED IN A WAY THAT REFLECTS COMMUNITY NEEDS AND EXPECTATIONS, PROVIDING ACCESSIBLE, WELCOMING AND APPROPRIATE SPACES, CONTEMPORARY TO OUR CHANGING COMMUNITIES.

"21st century public libraries are a trusted community space and a safe place, especially in times of change. It is an incubator of ideas, creativity, skill sharing and content creation that anyone can access. It is a space for socialising, for after school activities, and for collecting, recording, and sharing local culture and stories. It is a hub which supports and builds community resilience.

As a virtual space, the library provides access to free, quality online content. Users find, consume, interpret, and apply this content. Those living in remote locations, travelling across the State, or leading busy lives have virtual access and engagement with their public library anywhere, anytime."

Creative community spaces | The next horizon: VISION 2017

STRATEGY	ACTION	OUTCOME	TIMEFRAME	RESOURCES
Extended access to library branches	Review library hours for all branches, making it more consistent across the region	Review completed Increased access to library branches as identified	2016/2017	<ul style="list-style-type: none"> Cost implications for Council Budget item submitted to the annual budget cycle for 2016/17
	Install after hours chute at branches	Increased chance to return items	2016/2017	<ul style="list-style-type: none"> Cost implications for Council Budget item submitted to the annual budget cycle for 2016/17
Optimise current library spaces	Internal signage to identify different sections within the premises, using standardised international signage where relevant	Improved collection access and consistency in each branch	2015 - Ongoing	<ul style="list-style-type: none"> International signage for accessing facilities AS14281 2015/16 budget allocations
	Re-arrange furniture in current spaces to create designated areas, e.g. open kids area for story time, teen lounge etc	Improved collection access and separation of quiet and active spaces	2015/2016	<ul style="list-style-type: none"> Existing resources
	New furniture and toys in childrens areas	Comfortable and fresh furniture, welcoming spaces	2016/2017	<ul style="list-style-type: none"> Cost implications for Council Budget item submitted to the annual budget cycle for 2016/17

Improve accessibility to services and facilities for people with disabilities/ special needs	All collections, programs, services, events, exhibitions and spaces, on site and online, are delivered in ways that meet access requirements of people with disabilities, wherever possible	Increased access to library branches	2016 - Ongoing	<ul style="list-style-type: none"> Existing resources Implement findings of inclusivity audit 30 October 2015
Planning for future library spaces	Providing continual consultation with community to ensure our library spaces meet needs and demands	Community aspirations incorporated into the design of library spaces	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources Further development subject to annual budget
Culturally significant spaces	Create a culturally inclusive environment to provide the community with appropriate spaces	Establishment of yarning or gathering spaces in libraries where ATSI/CALD can connect	2016 - Ongoing	<ul style="list-style-type: none"> Existing resources
	Consistent welcoming messages in variety of languages at branch entrances	People made to feel welcome regardless of ethnic background	2016/2017	<ul style="list-style-type: none"> Cost implications for Council Budget item submitted to the annual budget cycle for 2016/17

PARTNERSHIPS

NORTH BURNETT LIBRARIES ARE OWNED BY THE COMMUNITY AND FACILITATE VALUED AND VISIBLE OPPORTUNITIES FOR CREATIVE AND INNOVATIVE COLLABORATION.

“21st century public libraries foster a sense of belonging and connection within their communities. As active community builder, they collaborate with relevant community groups, businesses and education stakeholder to deliver services and programs that are responsive to community interests.

Public libraries are connectors of communities of interest locally and globally and provide physical and virtual meeting, learning and working places. Public libraries are often a first point of connection to the community for new arrivals, visitors, and those who experience social isolation. They provide opportunities for cultural tourism, and engage and support all community members in myriad ways, often taking their services out of the library building and into the community.”

Connectors - physical and virtual | The next horizon: VISION 2017

STRATEGY	ACTION	OUTCOME	TIMEFRAME	RESOURCES
Build active participation	Establish and convene a Libraries Community Reference Panel	Community advice and participation in NBRC Libraries consultation, advocacy and planning	2015/2016 - Ongoing	<ul style="list-style-type: none"> Community members from strategy consultations who indicated interest to be involved, to be invited
	Establish a 'Friends of the Library' volunteer program in each branch	Community participation and ownership of library and increase of activity	2015/2016 - Ongoing	<ul style="list-style-type: none"> Existing resources
	Develop and participate in cultural events and activities to collaboratively deliver relevant cultural programs e.g. story-time by elders for Reconciliation Week, Naidoc Week, World Harmony Day, multicultural conversation hours, ANZAC Day, Australia Day	Promoting and providing awareness of our libraries in the community Library Services participating actively in other traditionally non-library activities and events	2015/2016 - Ongoing	<ul style="list-style-type: none"> To be reviewed annually for ongoing program development Existing resources
Build on and maintain current partnership with State Library of Queensland (SLQ)	Collaborate and participate in opportunities provided by SLQ	NBRC libraries playing a role in consultation, advocacy and planning	2015/2016 - Ongoing	<ul style="list-style-type: none"> Existing resources

Build partnerships and collaboration	Actively promote the library within Council operations and seek opportunities to cooperate on projects of mutual benefit	Internal relationships built, increased awareness within the community	2015/2016 - Ongoing	<ul style="list-style-type: none"> To be reviewed annually for ongoing program development Existing resources
	Investigate opportunities with schools and local community organisations to assess synergy of program development and communication	Extension of program and promotional reach and capacity	2015/2016 - Ongoing	<ul style="list-style-type: none"> To be reviewed annually for ongoing program development Existing resources
Build arts and culture role of libraries	Develop an exhibition schedule to support opportunities to showcase local artists/talents	Increased opportunities for informal interactions and a sense of ownership within the community	2015/2016 - Ongoing	<ul style="list-style-type: none"> To be reviewed annually for ongoing program development Existing resources
Build awareness of the North Burnett's heritage	Collaborate with local history groups in the promotion of society initiatives	Local history groups utilise library spaces to access the broader community	2015/2016 - Ongoing	<ul style="list-style-type: none"> To be reviewed annually for ongoing program development Existing resources
	Organise and preserve the library's cultural and historical resources for future generations e.g. digitised image collection, story boards	An extensive collection of resources established in various formats	2015/2016 - Ongoing	<ul style="list-style-type: none"> To be reviewed annually for ongoing program development Existing resources
	Family & local history tutorials available to the public	<p>Local history groups utilise library spaces to access the broader community</p> <p>Individuals upskilled in family history research</p>	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources - to be reviewed annually for ongoing program development Applications for grant assistance where appropriate Partnerships with SLQ resources Existing resources

LEARNING AND COLLECTIONS

NORTH BURNETT LIBRARIES ENTERTAIN AND ENRICH THE LIVES OF OUR COMMUNITY BY PROVIDING RELEVANT COLLECTIONS, RESOURCES AND PROGRAMS.

"21st century public libraries are places for creative collaboration. Ideas big and small can be imagined, researched and developed through innovative library programs, collections and partnerships.

Public libraries provide free, accessible pathways to knowing, understanding and creating. They provide opportunities for learning through doing - and they provide facilities and resources that enable self-directed, lifelong learning outside formal education.

They advocate and promote reading for pleasure and are uniquely placed to offer literacy and digital literacy programs with a broad reach and the potential for significant social impact. Early and family literacy programs nurture a love of reading and encourage literacy development, ensuring that libraries are relevant to successive generations."

Incubator of ideas, learning and innovation | The next horizon: VISION 2017

STRATEGY	ACTION	OUTCOME	TIMEFRAME	RESOURCES
Ensure collections are reflective of varying age and cultural groups within the community	Exchanges undertaken every quarter, detailed request sent to SLQ	A collection that meets each community's current and emerging needs	Ongoing	<ul style="list-style-type: none"> Existing resources
	Undertake major updates of out-of-date and infrequently used stock	A collection the meets each community's current and emerging needs	Ongoing	<ul style="list-style-type: none"> Existing resources
Ensure community has access to free Inter Library Loan (ILL) service	Staff to educate and promote ILL service to customers	Customers aware of service and able to request and receive required items	Ongoing	<ul style="list-style-type: none"> Existing resources
Provide a quality local history service	Maintain free access to online database (Ancestry) via public PCs	Content easily accessible by community in library	Ongoing	<ul style="list-style-type: none"> Nil cost to Council SLQ provides subscription service
	Make historical photographs available through our Online Public Access Catalogue (OPAC)	Content easily accessible by community and available indefinitely	2015/2016 - Ongoing	<ul style="list-style-type: none"> Existing resources
	Apply for grant funding to develop community history: Anzac Centenary	Community participation in sharing untold local history stories	2015/2016	<ul style="list-style-type: none"> Anzac Centenary grant funding

Provide quality programs and develop an integrated lifelong learning plan	Rattle & Rhyme	First 5 Forever Enjoy songs, finger plays and rhymes with your baby while developing their language and pre-reading skills	2015/2016 - Ongoing	<ul style="list-style-type: none"> • First 5 Forever grant funding • To be reviewed annually for ongoing program development
	Playtime	First 5 Forever Explore, play and discover, Introduce your child to the wonderful world of free play	2015/2016 - Ongoing	<ul style="list-style-type: none"> • First 5 Forever grant funding • To be reviewed annually for ongoing program development
	Story time	First 5 Forever Listen to stories, sing songs and share books with your child	2016 - Ongoing	<ul style="list-style-type: none"> • First 5 Forever grant funding • To be reviewed annually for ongoing program development
	Pyjama Story time	Dress in your PJs and be entertained by stories, action rhymes and sing-alongs.	2015/2016 - Ongoing	<ul style="list-style-type: none"> • To be reviewed annually for ongoing program development • Existing resources
	Special interest workshops and talks	Community able to access a variety of informational workshops, network with other community members with similar interests	2015/2016 - Ongoing	<ul style="list-style-type: none"> • Planning within current resources • Further development subject to annual budget
	Book club	Nurture a love of reading within community and facilitate group discussions and networking	2015/2016 - Ongoing	<ul style="list-style-type: none"> • Planning within current resources • Further development subject to annual budget
	Writers Club	Nurture creativity within the community and facilitate group discussions and networking	2015/2016 - Ongoing	<ul style="list-style-type: none"> • Planning within current resources • Further development subject to annual budget

TECHNOLOGY

NORTH BURNETT LIBRARIES ENABLE ACCESS TO RELEVANT TECHNOLOGIES AND ARE A CATALYST OF DIGITAL LEARNING AND SOCIAL DEVELOPMENT WITHIN OUR COMMUNITY.

"21st century public libraries are community digital hubs - one-stop destinations to test drive and learn about the latest technology. They are experiential, entrepreneurial, experimental spaces where access to technology enhances opportunities to learn, work and create.

Public libraries continue to play a pivotal role in supporting access and digital skills development by all members of the community. They ensure that digital literacy levels develop in line with technological advances. They strive to ensure that everyone can become a digital citizen."

Technology trendsetters | The next horizon: VISION 2017

STRATEGY	ACTION	OUTCOME	TIMEFRAME	RESOURCES
Provide a quality, free internet service	Maintain internet service including Wi-Fi network	Reliable public internet PCs	2015/2016 - Ongoing	<ul style="list-style-type: none"> Part of SLQ Service Level Agreement to provide free internet in libraries Further development subject to annual budget
	Free Wi-Fi	Wi-Fi hotspots available at various locations, first 200MB free	2015/2016 - Ongoing	<ul style="list-style-type: none"> Within current resource projections
	Provide signage in town locations for Wi-Fi locations	Tourists and community able to access Wi-Fi service	2015/2016	<ul style="list-style-type: none"> To be submitted to the annual budget cycle for 2016/17
Provide opportunities for staff and library users to access the latest devices	Purchase various electronic devices (iPad, tablet,e-reader) for each branch	Staff will have knowledge to confidently teach and assist customers	2016/2017 - Ongoing	<ul style="list-style-type: none"> Budget item to be submitted to the annual budget cycle for 2016/17
Development of skilled and confident staff	Staff educated on how to use Online Public Access Catalogue (OPAC)	Staff will have knowledge to confidently teach and assist customers	2015/2016 - Ongoing	<ul style="list-style-type: none"> Existing resources
		Customers will be able to use OPAC and place own reserves		

Develop programs that will give the community the digital literacy skills required to access information	Tech Savvy Seniors Beginner, intermediate, advanced computer classes	Community will have the skills required to use a computer and access information online	Feb-Dec 2016	<ul style="list-style-type: none"> • Tech Savvy Seniors grant funding • Existing resources
	iPad Training Roadshow Beginner, intermediate, advanced	Community will have the skills required to use an iPad and access apps and information	Feb-Dec 2016	<ul style="list-style-type: none"> • RMWABLC iPads • Planning within current resources
	e-Resources training	Customers will have knowledge to access free e-books, e-audio and digital magazines available with their library membership	2015/2016 - Ongoing	<ul style="list-style-type: none"> • Planning within current resources
Introduction of social media to provide effective and timely communication with community	Library staff provide effective and timely content for Council's existing media network to encourage patrons to interact with Council's Facebook page	Community aware of services provided, taking ownership of their local library service	2015/2016 - Ongoing	<ul style="list-style-type: none"> • Nil cost to Council

MARKETING AND PRESENCE

NORTH BURNETT LIBRARIES ARE RECOGNISED AS VIBRANT COMMUNITY HUBS THROUGH EFFECTIVE MARKETING AND EFFECTIVE STAFF PRESENCE.

"21st century public libraries offer flexible physical and virtual spaces for learning, working and creating. They will take an entrepreneurial approach to strengthen their role as community and business hubs. Public library staff are abreast of Council's broader agenda. They advocate and provide direct connection between council and the community.

Creative community spaces | The next horizon: VISION 2017

STRATEGY	ACTION	OUTCOME	TIMEFRAME	RESOURCES
Market library services in traditional and virtual environments	Develop an e-newsletter subscribed to by library members	Community aware of services, events and programs provided	2015/2016 - Ongoing	<ul style="list-style-type: none"> Existing resources
	Develop a biannual 'what's on' booklet for the library service	Community aware of services, events and programs	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources
	Enhance website access to ensure it provides easy access to content and services	Community aware of service, events and programs provided	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources
Implement Council branding of library services	Investigate the cost of library bags	Community provided with free library bag when joining library Otherwise available for purchase for small charge	2016/2017	<ul style="list-style-type: none"> To be submitted to the annual budget cycle for 2016/17
	Create signage that represents a community hub e.g. Community Connection Hub	Instant image given to community of more than just library, including 'one-stop-shop' image	2015/2016	<ul style="list-style-type: none"> Planning within current resources
Continue development of culture of innovation, ideas and effective service delivery	Implement regular library team meetings (skype) between supervisors and staff to support their role within the library service	Library team are connected and can share ideas and issues on a regular basis	2015/2016 - Ongoing	<ul style="list-style-type: none"> Existing resources

	Develop relationships within library networks and other organisations e.g. professional development opportunities	Library team stay connected with other library happenings in the wider area	2015/2016 - Ongoing	<ul style="list-style-type: none"> Existing resources To be submitted to the annual budget cycle (professional development)
	Library staff subscribed to RLQ and PLS Connect newsletters	Library team stay up-to-date with library news and innovations	2015/2016 - Ongoing	<ul style="list-style-type: none"> Nil cost to Council Free bulletin put out by State Library Queensland
Development of skilled and confident staff	Develop skills matrix to identify gaps in skills level of staff and support staff to undertake training, mentoring and peer to peer support	Knowledge to act on workforce planning	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources
	Create and deliver a training program for staff skill development in relevant applications and online services	Staff skills capacity provides effective customer service	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources
	Staff educated and have an understanding of how the library service works	Staff are confidently able to answer customer questions and correctly explain how the library service works	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources
	Support capacity for staff to attend professional forums and workshops	The further development of a confident, capable and positive workforce	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources To be submitted to the annual budget cycle
	Recognise exemplary staff performance and successful project implementation	Recognition of staff work ethic and achievements	2015/2016 - Ongoing	<ul style="list-style-type: none"> Existing resources
Maximise volunteer contribution to assist staff to deliver sustainable services to the community	Develop a volunteer management program to sustainably deliver services	Volunteer management strategy in place for service delivery areas where volunteers may be utilised in conjunction with staff to enhance service delivery	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources
Consistent processes and workspaces	Consistent floor-space planning across all North Burnett Libraries	Staff able to efficiently and effectively work in any branch, customers able to located items consistently in each branch	2015/2016 - Ongoing	<ul style="list-style-type: none"> Existing resources
	Undertake regular engagement with community to understand their needs and the issues that are important to them	Community are involved in planning and have a sense of ownership in their library	2015/2016 - Ongoing	<ul style="list-style-type: none"> Planning within current resources

APPENDICE 1

RESULTS OF SWOT ANALYSIS COMPLETED BY LIBRARY STAFF AT LIBRARY MEETING ON 24 JULY 2014

STRENGTHS

What are our strongest contributions to the community?
What does our library service do that no-one else does?
What do our users like best about our libraries?

- Library in each location – presence
- Welcoming/comfortable spaces
- Knowledgeable staff
- Provide what customers want
- Free membership/access (tourists)
- Offer other services – Centrelink, admin
- Storytelling, games, book club, programs
- Local people employed
- Personal service e.g. homebound customers
- Tourist information
- We're there – available to anyone, non-discriminatory
- Access to free resources
- Kids welcome, users feel welcome
- Users like staff, they don't feel like a number

WEAKNESSES

What area in our library has fewer resources than we need?
What needs improvement?
What do our users want us to do better?

- Collection numbers have declined
- Users waiting for books (internal mail)
- Training, eResources – users don't want to do it themselves
- Internet not free, printing costs
- Staff training – staff not aware of services available through State Library of Queensland

OPPORTUNITIES

What could we do if we had the resources to do it?
What is happening in the world now that we could take advantage of?
How can our strengths open doors to opportunities in our libraries?

- Numeracy & Literacy programs
- Storytelling extravaganzas
- Storytelling spaces
- Multicultural Learning spaces
- Kids Club
- Programs for Young Adult
- Deeper involvement in the school program
- Develop advertising strategies
- Accessing social media to help open the library to the public
- Information sessions to make people aware what libraries have to offer
- Partner with community groups to showcase our local champions

THREATS

What is happening in the world that could impact our library negatively?
What other library services are provided elsewhere with greater ease for users?
What weaknesses leave us open to cuts or in competition for our services?

- People accessing e-version of books
- Not a lot of ability in accessing the wider community
- Access Denied – not being able to keep up with emerging technologies from our work station due to council restrictions
- Less usage of customers could lead to less funding for library services which will lead to less services we are able to offer
- Less usage also increases our need to justify library existence to council

RESULTS OF SWOT ANALYSIS COMPLETED BY CUSTOMER SERVICE/LIBRARY STAFF AT LIBRARY MEETING ON 6 OCTOBER 2015

STRENGTHS

- Good range of material, can get material in
- Knowledgeable staff
- Clean, tidy and welcoming environment
- Good, quiet area to do your own thing
- Presentable displays at each library
- Activities, story times for kids
- Free Wi-Fi
- Maintained six libraries in each community
- FREE service
- Non-discriminatory
- Multi-functional space, one stop shop
- High rate of turnover
- Closely connected with community, familiarity with customers

WEAKNESSES

- Fill in/casuals not being aware of where books or other things are
- Backpackers loitering around making locals feel uncomfortable
- No privacy, someone studying, aggressive customers etc.
- Wi-Fi connection being an issue/slow
- No designated areas
- Hours, closed for lunch, closed weekends
- Furniture is old and outdated
- Resource poor (technology etc.)
- Lack of activities, games
- Insufficient staffing, volunteers
- Technology training
- Inconsistent hours
- More efficient use of space

OPPORTUNITIES

- Partnerships within the communities
- Taking the library out of the library
- Promoting or showcasing local talent
- Volunteers running programs
- School holiday activities
- Bridging communication gap between different nationalities
- More programs & activities
- Technology training
- Higher visitation to libraries due to multi-use function

THREATS

- E-audio & e-books online, no more books
- School programs being more of a day care facility
- Older people dwindle, younger generations not interested in reading books (a cultural shift in reading, people don't read as much as they used to)
- Internet for information
- Limited staffing
- Council budget for libraries
- Resource constraints, not being able to keep up with tech advances
- Restricted opening hours
- Combining libraries with DHS/QGAP/ Admin

APPENDICE 2



We are seeking feedback on the services we currently provide and want your input on the future direction of our libraries.

*Survey period runs from 2 June – 31 July 2015

SECTION ONE – CURRENT PERFORMANCE

Q1	The last time I visited the library or used any of its services (including the website & catalogue) was...	In the last month [5]	2-6 months ago [4]	6-12 months ago [3]	Over 12 months ago [2]	Never [1]
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2	Overall, I find the library facilities & services...	Very Good [5]	Good [4]	Adequate [3]	Poor [2]	Very Poor [1]
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3	I find the collection of stock...	Very Good [5]	Good [4]	Adequate [3]	Poor [2]	Very Poor [1]
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4	In my experience, I have found...	Very Good [5]	Good [4]	Adequate [3]	Poor [2]	Very Poor [1]
	Computers in the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Internet & WiFi access at the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Access to technologies e.g. ebooks, tablets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Programs, events & activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The library as a space to do my own activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5	Overall, the service from library staff is...	Very Good [5]	Good [4]	Adequate [3]	Poor [2]	Very Poor [1]
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6	I find the staff friendly and approachable...	Strongly agree [5]	Agree [4]	Somewhat agree [3]	Disagree [2]	Strongly disagree [1]
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7	I would be likely to learn about what is happening in my library if the information was...	Extremely [5]	Likely [4]	Moderately [3]	Slightly [2]	Not at all [1]
	Sent by email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	In the local paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	On Council's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	On flyers & posters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	On Facebook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	In a library newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Spread by library staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8	What would make the library and its services even better?

Q9	What is missing or frustrating about the library and its services?

Q10	Is there anything else you would like to tell us about your library and its services and facilities?

Q11	What do you value most about your library?

SECTION TWO – FUTURE DIRECTION

Q12	Where do you see your library in 5 years – what will it look like then?

Q13	What is your vision for your community within the next 5 years?

Q14	If you could have three wishes for your library what would they be?
	1.
	2.
	3.

Thank you for completing the survey.

Please enter your details below and drop this survey into your local library branch for a chance to win a Samsung tablet.

Winners will be drawn at the Libraries Strategic Plan Launch in December 2015 and will be notified by phone

YOUR DETAILS	Name:					
	Gender:	MALE	FEMALE	Date of Birth:	____/____/____	
	The library I use the most is:	BIGGENDEN	EIDSVOLD	GAYNDAH	MONTO	MUNDUBBERA
	Address:					
	Town:				Postcode:	
	Contact phone number:					
	Would you be interested in being part of a Community Reference Panel for the Library Service?	YES	NO			
	Parent/Guardian signature if under 18:					

GENIE WISHES If you could have 3 wishes for your library...

- | | |
|---|---|
| 1. Broader range of DVDs for young adults | 1. More books |
| 2. Book club for all age groups | |
| 3. Different books on gardening or language translation books | 1. Access to a scanner |
| | 2. Colour copies |
| 1. Video link facility | 3. Cheap copies |
| 1. Skype room | 1. More movies |
| | 2. More variety of books |
| 1. Hero posters | 3. More computers |
| 2. Numbers | |
| 3. Kids computer | 1. More movies |
| | 2. A movie full row |
| 1. A Science Fiction section | 3. More computers |
| 2. More new movies | |
| 3. Free Coffee | 1. More chairs |
| | 2. More DVDs |
| 1. More true crime books | 3. Child friendlier |
| 2. More biographies | |
| 3. More non-fiction | 1. Scanner access |
| | 2. Wet area room for child craft |
| 1. More art-painting and drawing books | 3. Cheap photocopies |
| 2. More knitting and crochet books | |
| 3. Could you please return art books, DIY books to front room, hard to disturb people sitting at desk | 1. More variety in books |
| | 2. More later movies |
| 1. I wish to be able to read a thick book | 3. More variety for teenagers |
| 2. I wish to be able to read faster | |
| 3. I wish to read a book that can be used for teachers | 1. Hire out an iPad for 1 hour - \$2 |
| 4. I wish to read adults books forever | 2. Beverages |
| 5. To read any book about space | 3. More activities |
| 6. To read a book about how to drive (Emily, 10 years old) | 1. Computing lessons for people |
| | 2. iPads for people to use within the library |
| | 3. Open during lunch |
| | 4. Privacy at the computers |
| 1. Not enough books | 1. More privacy at the computers! |
| 2. Need more shelves to hold more books | |
| | 1. Games/Toy Library |
| 1. Books | 2. Author talks |
| 2. Any books | |
| 3. Return the books | 1. Greater book selection |

Survey Results

*Only the first three responses are shown

Q1 The last time I visited the library or used any of its services (including the website & catalogue) was...

Answered: 212 Skipped: 0

	In the last month	2-6 months ago	6-12 months ago	Over 12 months ago	Total	Weighted Average
Usage	77% 163	13% 27	6% 12	4% 9	211	4.63
#	Comments					Date
1	I go every week. Children's books for daycare					9/28/2015 4:38 PM
2	Last week. Get books/magazines regularly.					9/28/2015 10:40 AM
3	Print offs! JP service, photocopying					8/22/2015 12:29 PM

Q2 Overall, I find the library facilities & services...

Answered: 211 Skipped: 1

	Very good	Good	Adequate	Poor	Very poor	Total	Weighted Average
Response	55% 115	26% 55	13% 27	6% 12	1% 2	211	4.27
#	Comments						Date
1	But will add that it depends on who does the ordering and locating - I believe that some staff struggle.						9/28/2015 10:51 AM
2	Excellent						8/22/2015 12:30 PM
3	More choices in talking books needed. More DVD needed.						7/21/2015 4:00 PM

Q3 I find the collection of stock...

Answered: 211 Skipped: 1

	Very good	Good	Adequate	Poor	Very poor	Total	Weighted Average
Response	24% 51	40% 84	23% 48	12% 26	1% 2	211	3.74
#	Comments						Date
1	More children's books would be good						9/28/2015 4:38 PM
2	Same collection of DVD's which is V poor						8/22/2015 12:38 PM
3	Overall good						7/21/2015 4:00 PM

Q4 In my experience, I have found...

Answered: 202 Skipped: 10

	Very good	Good	Adequate	Poor	Very poor	Total	Weighted Average
Computers in the library	35% 65	39% 73	23% 42	3% 5	1% 1	186	4.05
Internet & WiFi access at the library	34% 63	41% 75	19% 35	5% 10	1% 1	184	4.03
Access to technologies e.g. ebooks, tablets	20% 34	38% 65	28% 48	9% 15	5% 9	171	3.58
Programs, events & activities	20% 37	41% 77	27% 51	9% 16	3% 5	186	3.67
Hours of operation	27% 55	40% 80	23% 46	7% 15	2% 5	201	3.82
The library as a space to do my own activities	38% 72	31% 60	20% 39	8% 16	3% 5	192	3.93

#	Comments	Date
1	I feel very comfortable at the Library	7/31/2015 1:05 PM
2	room for improvement	7/21/2015 4:02 PM
3	I understand the lack of space prevents a lot of activities, but would love to see some author talks.	7/5/2015 12:22 PM

Q5 Overall, the service from library staff is...

Answered: 210 Skipped: 2

	Very good	Good	Adequate	Poor	Very poor	Total	Weighted Average
Response	75% 158	17% 35	6% 13	1% 3	0% 1	210	4.65
#	Comments						Date
1	wonderful						8/22/2015 12:30 PM
2	They are most helpful and appear interested in their work.						7/5/2015 12:23 PM
3	they do their best with little to go with						7/2/2015 9:04 PM

Q6 I find the staff friendly and approachable...

Answered: 210 Skipped: 2

	Strongly agree	Agree	Somewhat agree	Disagree	Strongly disagree	Total	Weighted Average
Response	72% 152	19% 40	7% 15	0% 1	1% 2	210	3.77

#	Comments	Date
1	Excellent	9/28/2015 3:54 PM
2	always were and should imagine that since Mundubbera overall is noted for it's friendly and approachable people it would still be the same as when I was there	6/25/2015 10:39 PM
3	Depends on whose working. Some more than others	6/25/2015 8:08 PM

Q7 I would be likely to learn about what is happening in my library if the information was...

Answered: 203 Skipped: 9

	Extremely	Likely	Moderately	Slightly	Not at all	Total	Weighted Average
Sent by email	48% 89	33% 62	11% 21	2% 3	6% 12	187	4.14
In the local paper	20% 35	22% 40	25% 44	17% 31	16% 28	178	3.13
On Council's website	16% 27	16% 27	28% 49	15% 26	26% 45	174	2.80
On flyers & posters	22% 39	33% 59	24% 43	12% 21	9% 17	179	3.46
On Facebook	29% 50	19% 33	15% 26	9% 16	27% 47	172	3.13
In a library newsletter	22% 39	25% 45	21% 37	17% 30	16% 28	179	3.21
Spread by library staff	29% 53	28% 51	20% 36	14% 25	10% 19	184	3.51

#	Comments	Date
1	Not on internet	8/22/2015 12:39 PM
2	I still get the 'local' paper to keep up with family and friends so that is a great place for info for me	6/25/2015 10:41 PM
3	What newsletter?	6/12/2015 12:46 PM

Q8 What would make the library and its services even better?

Answered: 177 Skipped: 35

#	Responses	Date
1	Coffee making facilities for the public	9/28/2015 4:43 PM
2	More reading activities for small under school age children	9/28/2015 4:38 PM
3	More books, book exchange	9/28/2015 4:34 PM

Q9 What is missing or frustrating about the library and its services?

Answered: 168 Skipped: 44

#	Responses	Date
1	Another clock would be good !!	9/28/2015 4:43 PM
2	As above	9/28/2015 4:38 PM
3	All the people sitting at tables or chairs cutting off access to shelves of books. Placing needs to be better.	9/28/2015 4:34 PM

Q10 Is there anything else you would like to tell us about your library and its services & facilities?

Answered: 133 Skipped: 79

#	Responses	Date
1	Lucky to have it because of the population and rural location.	9/28/2015 4:44 PM
2	-	9/28/2015 4:39 PM
3	OK. Is the library for the locals or backpackers?? At this stage they are being given precedence.	9/28/2015 4:35 PM

Q11 What do you value most about your library?

Answered: 178 Skipped: 34

#	Responses	Date
1	Accessible, good location.	9/28/2015 4:44 PM
2	Being able to take the children there to show them that reading is fun.	9/28/2015 4:39 PM
3	Books. I have come in for select books and I can't because of all the Wi-Fi users - 3rd time and I feel crabby.	9/28/2015 4:35 PM

Q12 Where do you see your library in 5 years - what will it look like then?

Answered: 190 Skipped: 22

#	Responses	Date
1	Still operating and well maintained.	9/28/2015 4:45 PM
2	I would like to see the library with a reading and dancing program suitable time for under school aged children (9.30-11.30)	9/28/2015 4:40 PM
3	Better now would be good	9/28/2015 4:36 PM

Q13 What is your vision for your community within the next 5 years?

Answered: 190 Skipped: 22

#	Responses	Date
1	To still be here.	9/28/2015 4:45 PM
2	I would like to see the library encourage reading for small children.	9/28/2015 4:40 PM
3	-	9/28/2015 4:36 PM

Q14 If you could have three wishes for your library what would they be?

Answered: 190 Skipped: 22

Answer Choices	Responses
Wish 1	100% 190
Wish 2	100% 190
Wish 3	100% 190

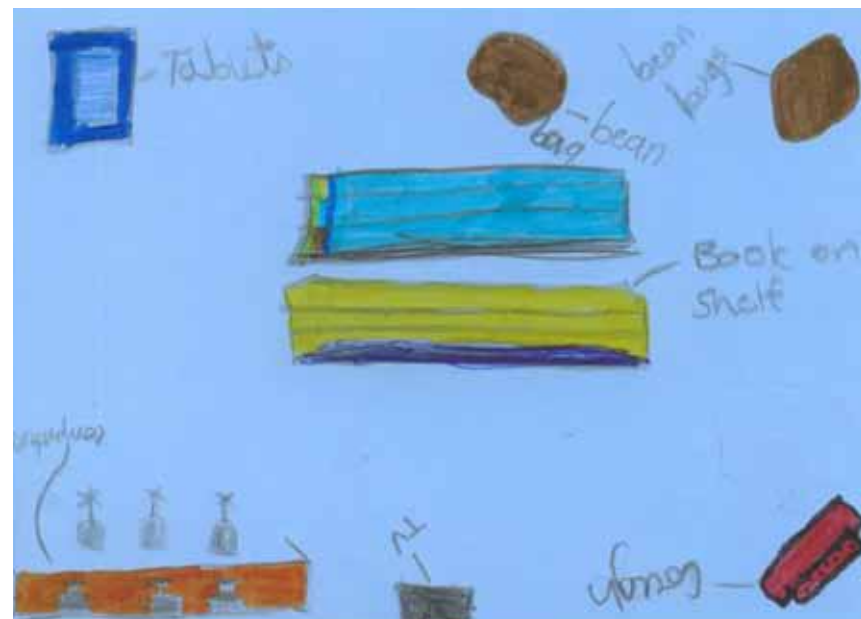
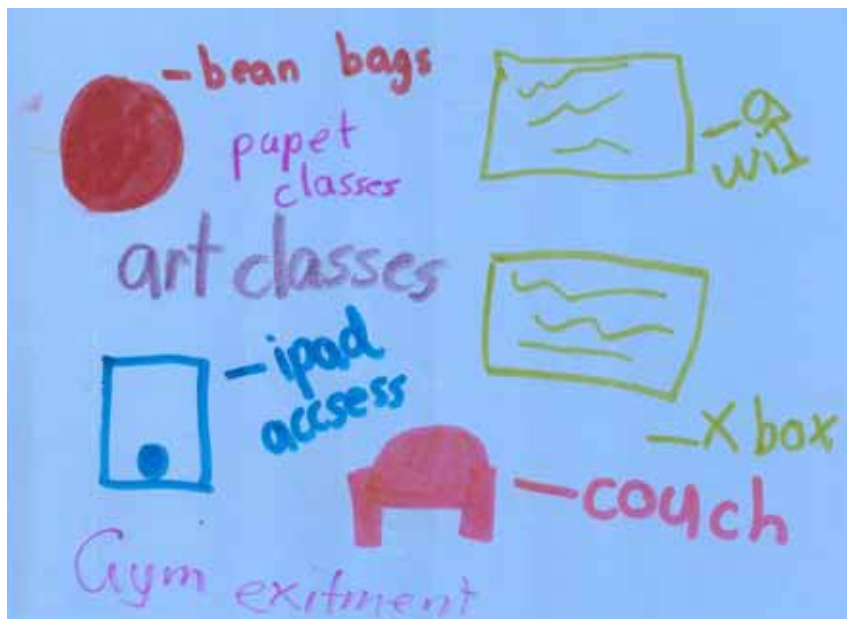
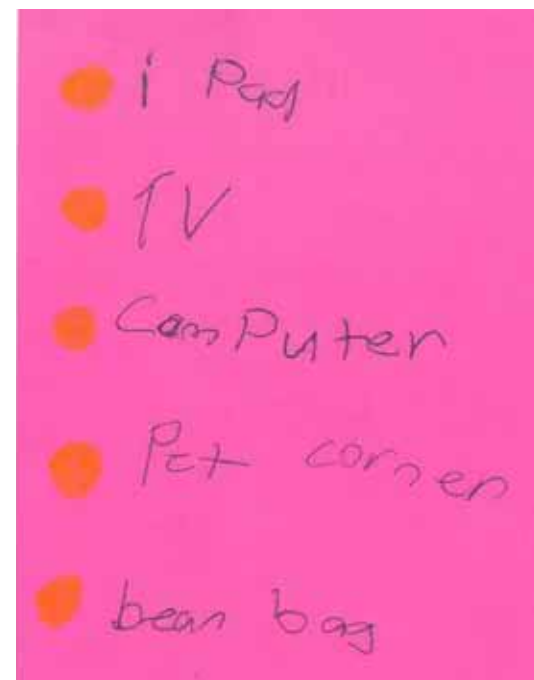
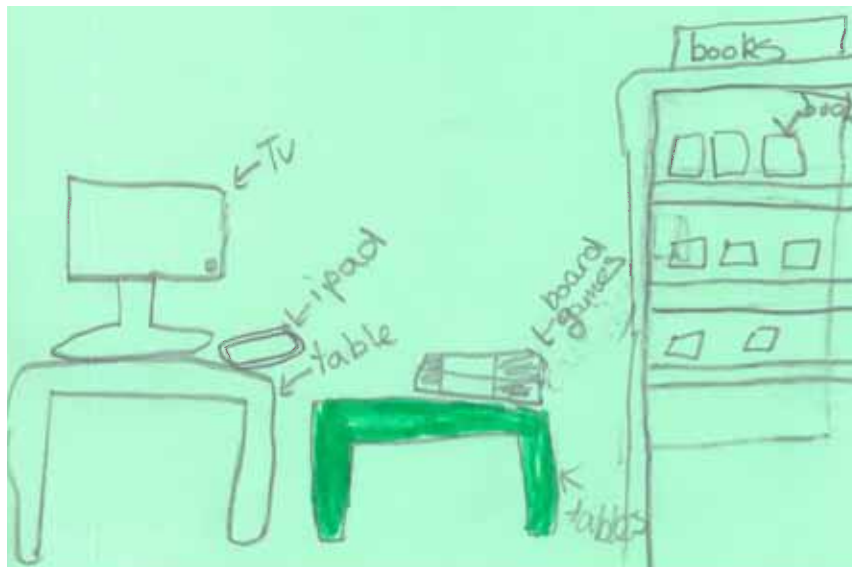
#	Wish 1	Date
1	Bigger, better and brighter.	9/28/2015 4:45 PM
2	More variety of children's book under school age, needs changing regularly.	9/28/2015 4:40 PM
3	-	9/28/2015 4:36 PM

#	Wish 2	Date
1	-	9/28/2015 4:45 PM
2	Story time	9/28/2015 4:40 PM
3	-	9/28/2015 4:36 PM

#	Wish 3	Date
1	-	9/28/2015 4:45 PM
2	Singing dancing to storytime	9/28/2015 4:40 PM
3	-	9/28/2015 4:36 PM

APPENDICE 3

4 out of the 25 postcard drawings from Gayndah State School, Year 4



4 out of the 17 postcard drawings from Mulgildie State School, Year 3-6

Q1: What do you like most about your Council Library?

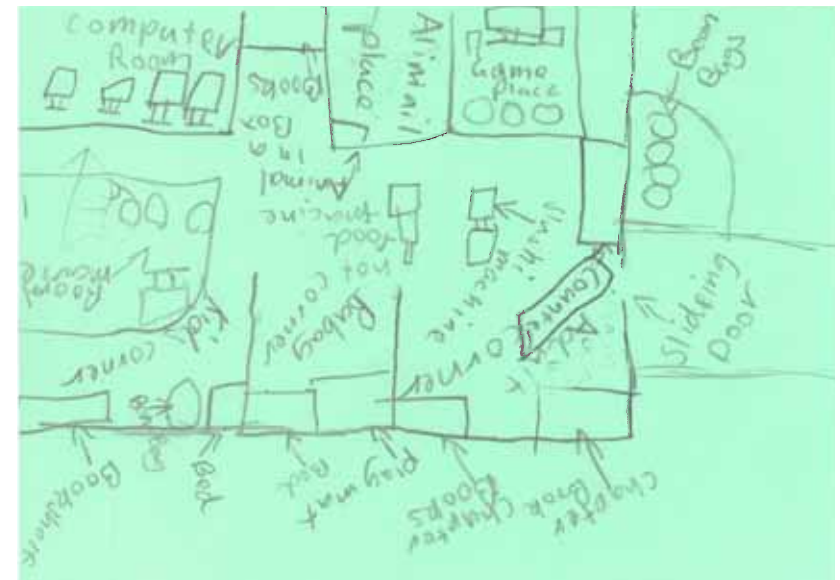
It has lot's of books to read and
it has lot's of space.

Q2: What do you not like about your Council Library?

I love to read but they don't get thick
enough books for 9 year old girls.

Q3: What would make your Council Library better?

More middle age movies.



15/10/16

Q1: What do you like most about your Council Library?

I like the staff because they help you when you want a particular book and they also have a book.

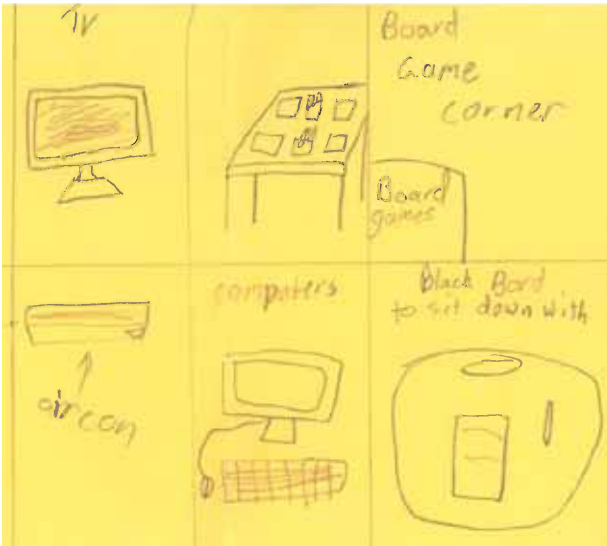
Q2: What do you not like about your Council Library?

They sometimes don't have the books that I want.

Q3: What would make your Council Library better?

Add more technology and more computers.

4 out of the 18 postcard drawings from Mulgildie State School, Year 3-6

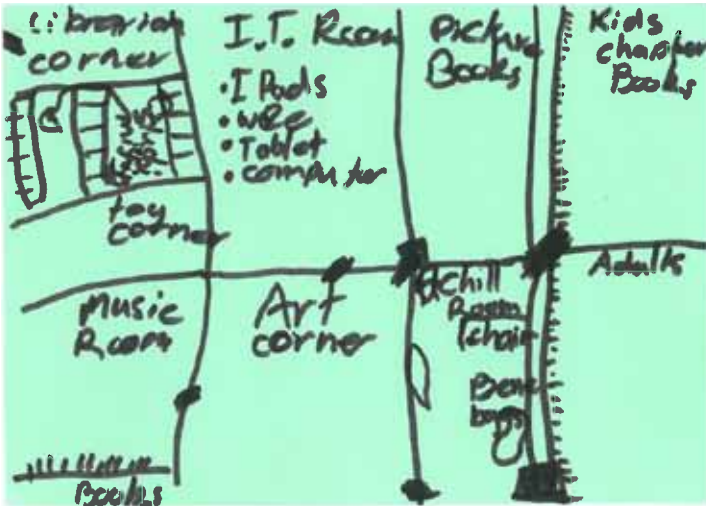


Q1: What do you like most about your Council Library?
It's got Books.

Q2: What do you not like about your Council Library?
Not enough Books.

Q3: What would make your Council Library better?
more books, bigger library
Desks to study at and
non-fiction place and
Fiction place.

Q4: If you could have 3 wishes for your Library, what would they be?
1. more book's
2. desks to study at
3. bigger library



Q1: What do you like most about your Council Library?
I really like how there are young children
and adult books I like that there is
kids and adults section in the library.

Q2: What do you not like about your Council Library?
It was the old office building.
I think the art gallery has more
space for adults to hang out. Since
the children already have their
own area.

Q3: What would make your Council Library better?
More space in the library. More books.
Maybe a study corner with another arts
history, geography (and other subjects)
to books.

Q4: If you could have 3 wishes for your Library, what would they be?
1. More books for older children and
young teens. Books
2. Books
3. Books

APPENDICE 4

Consultation workshops



KEY IDEAS & THEMES 2020

Mc Library - drive thru pick up order

workshops
Community space ← study
meetings
activities

W/Shops - writing, computer, craft, working

Partnering w/ RADE

Music DVDs concerts varied

Assistants - FOL's how to order books, IT

Tech/WIFI hub - online access pay bills
(privacy???) - more units / ipads tablets

Better signage about FREE WIFI → online pay

Social "meet the author" - morning tea

intergeneration interaction - how would we
make that happen? e.g. work with schools / Seniors wk.

Better mobility access - street level to
stairs

Spacious / movement

Studio / old library - good commy space
integrate the 2 spaces.

Where activities would be held? considerations.



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