



Waverley Library Operational Plan 2023–2026

22 August 2023

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1 Introduction

The Waverley Library Operational Plan 2023–2026 was developed through community consultation, Library staff engagement, industry benchmarking and best practice research.

According to the Australian Industry Association and Australian Public Library Alliance (APLA-ALIA Standards and Guidelines for Australian Public Libraries):

‘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.’

2 Strategic alignment

a) Internal framework

The Waverley Library Operational Plan has utilised the pillars from the ‘Waverley Community Strategic Plan 2022–2032’ (CSP) as a source for the themes of ‘People’, ‘Place’ and ‘Performance’ with the added Library-specific theme of ‘Collection’.

This plan aligns with key Council plans, including the CSP and the Waverley Delivery Program, in the following ways:

- **Waverley Community Strategic Plan 2022–2032 and the Waverley Delivery Program 2022–2026**

1.5.4 Deliver a dynamic library service that enriches lives by providing a means of social and cultural interaction.

3.6.4 Deliver and facilitate access to emerging technologies and library collections in fit for purpose digital and physical spaces.

- **Customer Experience Strategy 2022–2025**

1.3 Customer Experience used as a key driver to guide decision making.

3.1 Service delivery processes driven by customer needs and efficiency.

- **Waverley Arts and Culture Plan 2021–2026**

1.2. Increased opportunities for locals and visitors to engage with Waverley’s diverse stories, history and heritage.

- **Waverley Cultural Diversity Strategy 2021–2031**

2. 2. Provide, support and promote programs that encourage intercultural connections, build social cohesion and help maintain people’s cultural heritage and identity.

- **Waverley Disability Inclusion Action Plan 2022–2026**

2.1.4 Identify and promote digital inclusion initiatives to help upskill people and create more opportunities to access supports and connections.

2.2.2 Increase the number of accessible and inclusive events and cultural programs.

3.1.1 Continue to design all new Council venues to accessible universal design principles and identify and install accessible signage, facilities and fixtures such as hearing loops, recharge points, secure and calming spaces.

6.1.3 Ensure information about accessibility is included in promotional material and signage.

- **Mayoral Minute 19 July 2022**

A key recommendation of this plan is to act on the Mayoral Minute unanimously adopted by Council at the Council meeting held on 19 July 2022:

That Council:

1. Notes that Waverley Library:

(a) Is a well-loved and used service with consistent and significant demand for its study and meeting places, as well as popular children and young people programs.

(b) Often reaches peak capacity and, as such, would benefit from a much-needed additional floor that would encompass an expansion of its services and facilities to meet demand.

(c) Is part of the Knowledge and Innovation Precinct.

(d) Staff are presently developing a new Library Strategy, which includes a digital component.

2. Requests officers to:

(a) Investigate the logistics of adding an additional floor to the Library, including compliance with the Waverley Local Environment Plan, using modern and lightweight materials.

(b) Consider options for usages of this additional floor, including the establishment of:

(i) Digital laboratories with associated technical and fit-out requirements to ensure state-of-the-art facilities.

(ii) Additional large meeting rooms.

(iii) Additional state-of-the-art study spaces.

(c) Consider options for a new neighbourhood library with a focus on meeting the needs as identified in Council's Community Strategic Plan (CSP).

(d) Identify a suitable location for a First Nations Keeping Place.

3. Receives a report that:

(a) Details potential options for the third floor of the Library, including initiatives identified in clause 2 above and options for the new neighbourhood library.

(b) Provides a budget breakdown for the above.

(c) Identifies potential sources of funding, including from Council and grants.

(d) Considers how this initiative can be incorporated into the 10-year plan for the Library.

Council will provide updates on the potential expansion of library services as investigations progress.

b) External framework

The Waverley Library Operational Plan is informed by the following external guides:

- **Living Learning Libraries: standards and guidelines for NSW public libraries**

This guide is produced by the State Library of NSW to assist with the development of library services in NSW. It provides a framework for service assessment and continuous improvement, as well as a practical basis for comparison among library services.

- **APLA-ALIA Standards and Guidelines for Australian Public Libraries**

The 2021 framework from the Australian Public Library Association (APLA) and the Australian Library Industry Association (ALIA) prescribes five core services for a modern public library:

- physical and digital content and collections, including general, specialist, local studies, heritage and cultural collections
- information and reference services
- reading, literacy, learning, wellbeing, cultural and creative programs
- access to computers, the internet, printers, scanners and other mainstream technology, as well as support in developing digital literacy
- places and spaces where people can relax, work, meet, learn, connect and create.

3 Benchmarking

Waverley Library has one branch that is 4,026 m² in size, with approximately 2,220 m² available for public use. We provide a range of services in addition to the Library collection, including a Home Library Service, a Local History service, as well as regular adults and children’s programs and events.

Benchmarking against neighbouring Councils

Figures are based on the latest figures released from the Public Library Benchmarking Statistics collated by the State Library of NSW.

Library members as % of population	Total	% of population
Woollahra	29,499	50%
City of Sydney	89,858	37%
Randwick	43,618	28%
Waverley	18,702	27%

Waverley Library does not perform well in membership figures. The State Library of NSW recommends public libraries aim for 50% membership.

Loans	Total loans	Loans per capita
Woollahra	426,911	7.18
City of Sydney	983,408	3.95
Randwick	529,656	3.38
Waverley	245,075	3.30

The number of loans at Waverley Library are below our neighbouring libraries.

Library visits	Total	Per capita
Woollahra	279,500	4.78
Waverley	177,551	2.59
City of Sydney	366,901	1.51
Randwick	195,658	1.27

Waverley Library performs well on visitation statistics.

Library programs	Programs delivered per capita	Attendance at programs per capita
Waverley	0.008	0.16
Woollahra	0.006	0.18
Randwick	0.004	0.08
City of Sydney	0.002	0.17

Waverley Library performs very well with a high number of programs delivered and attended per capita.

Quantity of library material	Items per capita
Waverley	3.49
Woollahra	3.14
City of Sydney	1.69
Randwick	1.41

The quantity of material held by Waverley Library is above our neighbours due to the large back of house stock collection.

Acquisitions	Acquisitions per capita
Woollahra	0.46
Waverley	0.30
Randwick	0.15
City of Sydney	0.10

Waverley Library purchases a good amount of stock.

Turnover of stock	Total circ / total stock
Randwick	2.76
Woollahra	2.51
City of Sydney	2.44
Waverley	1.45

The turnover of stock measures the approximate amount of times an item is borrowed each year and should indicate value for money and popularity of items purchased. Waverley Library performs well below our neighbours, due mainly to the large back of house stack collection.

Age of library materials	Bought last 5 years	Bought last 10 years	Items in collection more than 10 years old
Woollahra	65%	82%	18%
City of Sydney	61%	88%	12%
Randwick	36%	63%	37%
Waverley	34%	52%	48%

Waverley Library contains an ageing collection due partially to the large back of house stack collection.

4 Consultation

a) Community consultation

Feedback was sought from the community via a survey email to all Library members, in addition to being promoted to the wider community through a series of seven street pop-ups, Council's social media and newsletters and promotion at four Precinct Committee meetings. In total, 622 submissions were received.

Plenty of positive feedback was received throughout the consultation. Existing customers love their local library but have also noticed the difference between Waverley Library and neighbouring public libraries who are offering more modern and comfortable spaces. A full copy of the Library Strategic Plan Consultation Report 2023 can be found here

https://haveyoursay.waverley.nsw.gov.au/librarystrategy?tool=survey_tool#tool_tab

The following points were the most frequently mentioned:

- **A more welcoming library space**

The community commented on the need for an extensive Library redesign to improve noise levels, lighting, spaces for meeting and working, improve the ageing furniture and the general ambiance of the space. Many would like to see a cafe introduced and the outside areas made more available as breakout spaces from work or study.

'Make the kids area a bit cosier/more inviting. Reading nooks, soft things to quietly climb on, interactive screens'.

'Would love to see creation of "atmospheric" reading spaces, more comfortable seating in friendly, creative arrangements. I tend to borrow then leave as there is no inviting space to hang out for a little and browse a few books before borrowing'.

- **Longer opening hours on the weekend**

Many respondents expressed the need for longer and more uniform weekend hours.

- **Collection**

Many respondent expressed a desire for the Library to purchase more eBooks and grow the digital collection and well as having a more relevant physical collection that is continually updated with latest releases.

- **Location**

The Library is not in a convenient location for most people, being on the edge of the LGA and being out of the way of the Bondi Junction retail area. A second library in the LGA was suggested by many in the community.

- **Customer service**

Whilst most feedback was good, there is a need to improve the consistency of the customer service levels provided. The community commented on the need to remove library fees and fines, particularly the reservation fee.

- **Events and programs**

With an already extensive and vibrant suite of adult programs, the community expressed the desire for the Library to continue this delivery and contributed many suggestions and program ideas in the feedback.

Respondents expressed the desire for us to continue the variety of children's programming with consideration given to more after school programs, more story times and rhyme times, as well as an increased number of STEM activities and toddler activities.

- **Marketing**

Feedback highlighted that there is a need for better promotion of our services.

- **Technology**

The community mentioned improvements such as better website, better WiFi, more public PCs, more power points and recording studios.

b) SLNSW consultation

In July 2022 representatives from the State Library of NSW visited Waverley Library to conduct an audit of services.

The following points and recommendation were made:

- Membership levels are low currently sitting at 30% of the LGA. SLNSW recommend a benchmark of 50% and advised that more promotion of library services is needed.
- Visitation levels are comparable to other metropolitan libraries.
- Expenditure per capita on the collection is close to median, but collection turnover is low.
- Library back of house areas should be audited for best use of space.
- Reference collection is very large and needs to be audited for use.
- Staffing levels are appropriate.
- Size of the multilingual collection is very good.
- Local History collection needs to be digitised for access.

c) Staff consultation

All Library staff were consulted in the creation of this plan. Visits were made to several other libraries and two consultation mornings were held to identify opportunities.

Staff identified the following key opportunities:

- Better marketing and promotion of all library services, including a membership drive.
- Increase Library presence throughout LGA, through vending machines, pop-up libraries, return chutes, book lockers etc.
- Increase weekend opening hours.
- Create a more comfortable and welcoming library space.
- Improve procedural efficiencies for enhanced customer service.
- Introduce a Library of Things.
- Review the Collection Development Policy, look at introducing multiple copies of new items.
- Digitize and promote the Local History collection.
- Explore outreach, collaboration and partnership opportunities.
- Grow the Home Library Service to provide service to more home bound customers.
- Collaborate with Council IT to improve technology such as WiFi, mobile reception, website, availability of public PCs and iMacs and interactive, edutainment options.

5 Trends and best practice in 21st century libraries

Libraries need to constantly evolve to suit the needs of their communities. Following are some examples of new ideas and best practice.

Fees and fines

The majority of libraries in NSW no longer apply overdue fines or reservation fees, they are seen as a barrier to continued use of the library. The cost to administer the fees and the negativity they generate are seen as outweighing any income generating opportunities. Libraries that no longer have overdue fines or reservation fees include Inner West Council, Randwick Council and City of Sydney.

Collections

There have been several noticeable changes in the borrowing habits of library customers including: many customers previously hesitant about using eBooks and eMagazines converted to these formats during COVID-19 restrictions; the uptake of streaming services and digital music has led to the decline in popularity of physical DVD and CD collections; and with information readily available online, large physical Reference collections are no longer needed.

Library of Things

Libraries are expanding outside of their usual loans of books, DVDs and CDs and into other areas. Libraries of Things contribute to the sharing economy sustainability initiatives and learning initiatives. They mainly include games, musical instruments, tools, craft equipment... anything that the community may want to use to try or just use occasionally. For example: Georges River Libraries Hurstville Branch, loans such things as musical instruments, sports equipment, metal detectors and time-lapse cameras; Deichman Bjørvika (Oslo Public Library) loans sewing machines and video games; and Misoula Public Library loans board games, telescope's and binoculars, as well as memory kits for customers living with dementia.

Non-staffed library opening hours

Many libraries are finding ways to extend their opening hours by offering non-staffed periods while still allowing the library to be used. Examples of libraries doing this include Strathfield Library, Newcastle City Council Lambton Library and the Northern Beaches Forestville Library.

Book lockers and vending machines

Many libraries are looking at alternative ways to provide resources to their communities. Examples of this include: Ipswich Libraries’ curated selection of material via a library vending machine in a busy retail area; Wentworth Point Library and Community Centre provides a book vending machine with 24 hour access in its 24 hour accessible foyer; Strathfield Library offers a book locker from which customers can pick up reserved items at any time.

Multi-use library spaces

Libraries are moving away from being merely spaces to study and borrow books towards spaces where the community can connect and create. For example, many libraries now offer makerspaces, recording studios, podcasting rooms or coworking spaces. These include the ‘Creative Hub’ at Randwick Library; ‘The Hub’ at Burwood Library, which offers a both a ‘Creative Space’ and a ‘Media Studio’; ‘Library at the Dock’ in Melbourne offers a recording studio; Newcastle Libraries Digital Library has podcasting studio; Wentworth Point Community Centre and Library offers music studios and coworking desks; Oodi Helsinki Central Library provides an ‘Urban Workshop’ creative space as well as music studios; Whitlam Library Cabramatta provides the ‘Workary’ coworking space; Memphis Public Libraries have video and audio labs as well as a makerspace and their own TV and radio stations; and City of Sydney offers ‘The Ideas Lab’ at Darling Square.

Concierge model of customer service

Libraries are moving towards providing a more inclusive, welcoming and proactive style of customer service and introducing smaller more friendly information points rather than large desks that staff sit behind. Examples can be seen at Inner West Libraries, Burwood Library, Newcastle Libraries and Woollahra Library.

Interactive and edutainment activities

Interactive digital activities are popular at many library, museum and retail settings. For example: at Ipswich Children’s Library, visitors can colour in or decorate a fish before scanning it and watching it swim around on a digital screen; at kids.digilab.berlin in the German Museum of Technology, children are given the chance to program small robots and teach them how to find their way through an interactive arena; Woollahra Libraries hosts an interactive floor where children can kick digital balls; and Newcastle’s Digital Library has interactive screens that allow customers to read digital newspapers, engage with local history or play games.

6 Themes, priorities and actions

Four themes emerged from the planning development process – People, Place, Performance and Collection. These themes reflect Council’s Strategic Plan with the Library-specific theme of Collection.

By keeping abreast of industry trends and best practice Waverley Library will embrace new innovations and opportunities to provide the best possible service to the community.

We will track our progress on the following strategic priorities through an annual progress report delivered to Council.

Timeframes

- Short term S Completed by June 2024
- Medium term M Completed by June 2026
- Ongoing O Ongoing

THEME 1: PEOPLE

Public libraries play an important role in developing resilient and connected communities through life-long learning opportunities for both children and adults.

Priorities

1.1 Customer service delivery

Our commitment

We commit to providing professional, engaged, friendly and knowledgeable customer service that ensures customers are at the heart of everything we do.

Performance indicators

- Increase in annual customer satisfaction levels.
- Additional customer service options provided for Library users.

Priority	Actions	Timeline
1.1.1	Continue to develop self-service models for easy customer interactions.	O
1.1.2	Review the current information desk model so that it reflects the best needs of the customer and facilitates a quick, responsive and friendly service.	S
1.1.3	Introduce an annual customer survey to receive feedback to inform decision making and monitor satisfaction levels.	S
1.1.4	Continue to provide staff with training to better assist customers in all areas of the Library including self-service technology, readers advisory and IT troubleshooting.	O
1.1.5	Consider an online service point such as Live Chat to provide another channel for the community to interact with the Library.	M
1.1.6	Implement actions arising from the Waverley Council Customer Experience Strategy.	M

1.2 Programs and events

Our commitment

We commit to continuing to provide engaging and valued programs that allow opportunities for social connection and that support community well-being, resilience, and life-long learning.

Performance indicators

- Increase in satisfaction with programs and events.
- Increase in program attendance across all ages.

Priority	Actions	Timeline
1.2.1	Continue children's programming with a focus on children's literacy and with consideration given to best practice.	O

1.2.2	Introduce a program of children’s STEAM and after-school activities.	S
1.2.3	Implement a range of inclusive and diverse programming, such as multilingual, sensory and rainbow story times.	S
1.2.4	Continue to deliver lifelong learning programs that inspire, entertain and facilitate community connection.	O
1.2.5	Continue to deliver programs with a focus on digital literacy and offer support for accessing online services.	O
1.2.6	Provide ongoing support for program delivery at the Boot Factory.	O

1.3 Outreach and partnerships

Our commitment

We commit to working with community groups and partners to improve service scope and reach and increasing collaboration across Council to raise awareness of our activities.

Performance indicators

- Additional programs and activities offered outside of the Waverley Library building.
- Increase in engagement with local organisations and community groups.
- Increased collaboration across Council to raise awareness of programs.

Priority	Actions	Timeline
1.3.1	Increase our outreach through Library presence at events such as shopping centres, Council-run events, venues and schools.	O
1.3.2	Increase Library outreach through utilisation of shared Library vehicle with an annual program of quarterly activity.	O
1.3.3	Explore collaboration and partnership opportunities with local organisations such as community groups, schools and businesses to expand the reach of Library services.	O

1.4 Community connection

Our commitment

We commit to delivering services that ensure our customers are well-connected and resilient and are able to meet and connect with others and learn new skills.

Performance indicators

- Increase in the number of active Home Library Service customers.
- Establish position profiles and recruit a team of volunteers.

Priority	Actions	Timeline
1.4.1	Expand provision of the Home Library Service.	M
1.4.2	Continue a 6-monthly program of events for Home Library Service customers.	O
1.4.3	Create a set of positions profiles to support learning and connection through volunteering.	M

THEME 2: PLACE

A modern library should be responsive to the needs of its community. It should be a place with attractive and inclusive physical facilities that provide welcoming and flexible spaces to read and relax as well as to work and study.

A library redesign should recognise that there are multiple and sometimes competing interests of library customers. From quiet and comfortable spaces to read or work, to vibrant spaces that enable collaboration or celebration. A library needs to balance the requirements of the collection with increasing demand for co-working, study and programming spaces.

Priorities

2.1 Library space

Our commitment

We commit to providing comfortable, safe and welcoming spaces where the community can relax, connect and learn.

Performance indicators

- Increase in Library visitation, circulation and membership.
- Increase in annual customer satisfaction levels.

Priority	Actions	Timeline
2.1.1	Create flexible spaces that adapt to the needs of individual users, allow for comfortable seating areas and where possible, showcase the physical collection. Investigate funding options including the SLNSW Infrastructure Grant.	S
2.1.2	Explore options to address the noise and lighting issues in the Library in the short term.	S
2.1.3	Review Children's Library space and introduce a fun and interactive area, plus comfortable seating for children and carers to read together.	S
2.1.4	Examine options for upgrading and better utilisation of the existing outdoor piazza and the creation of new outdoor Library spaces in the adjoining easement.	M

2.1.5	Collaborate with Council's Assets and Operations team to investigate the feasibility of adding additional floors to the existing Library. Utilise findings to create a long-term Library Strategy.	M
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2.2 Location

Our commitment

We commit to providing increased options for people in Waverley to access the Library.

Performance indicators

- Increase in Library circulation and membership.
- Increase in annual customer satisfaction levels.

Priority	Actions	Timeline
2.2.1	Consider options for a new neighbourhood library with a focus on meeting the needs as identified in Council's Community Strategic Plan. Utilise findings to guide the long term Library Strategy.	M
2.2.2	Investigate the possibility of a pop-up library, book lockers or book vending machines at busy locations such as Bondi Junction train station, beaches and village centres to create more equitable access to Library resources across the LGA.	M

2.3 Opening hours

Our commitment

We commit to exploring options to ensure the community has access to library spaces, services and resources at times and places that are convenient to them.

Performance indicators

- Increase in Library visitation, circulation and membership.
- Increase in annual customer satisfaction levels.

Priority	Actions	Timeline
2.3.1	Explore ways to extend Library opening hours on the weekend.	S
2.3.2	Explore the 'open library' model to provide authorised access to the Library during non-staffed periods.	L

THEME 3: PERFORMANCE

We will provide a well-run, high quality library service that meets the needs of the community.

Priorities

3.1 Staffing

Our commitment

We commit to attracting and retaining an efficient, skilled and engaged workforce through encouraging continuous improvement, by providing training opportunities and investing in our staff.

Performance indicators

- Higher levels of engagement in staff satisfaction surveys.
- Increase in annual customer satisfaction levels.
- Higher staff retention levels and a wider pool of candidates applying for vacant roles.

Priority	Actions	Timeline
3.1.1	Review Library rostering for efficiency and attractiveness for future applicants.	S
3.1.2	Review Library organisation structure to maximise efficiency and resources and to ensure library best practice initiatives.	S
3.1.3	Review Library position descriptions and salaries for market competitiveness.	O
3.1.4	Empower staff through training and development opportunities to ensure they can respond to and resolve customer queries, including IT issues.	O
3.1.5	Foster a culture of ongoing professional development and continual improvement by supporting staff attendance at conferences, working groups and visits to other libraries.	O
3.1.6	Encourage staff career development through opportunities to be seconded to other roles as appropriate.	O

3.2 Marketing and promotion

Our commitment

We commit to raising awareness of the variety of services, collections and programs that Waverley has to offer to ensure wider community engagement.

Performance indicators

- Increase in attendance at Library programs.
- Increase in Library visitation, circulation and membership.

Priority	Actions	Timeline
3.2.1	Investigate employing a staff member dedicated to Library marketing and promotion.	S
3.2.2	Develop and implement a Library marketing plan to increase membership, program attendance and circulation.	S

3.3 Policies and procedures

Our commitment

We commit to maintaining a set of policies and procedures that are continually reviewed for their contribution to efficiency, clarity of practice and excellent customer service.

Performance indicators

- Policies and procedures are updated and implemented.
- Increase in annual customer satisfaction levels.

Priority	Actions	Timeline
3.3.1	Conduct a complete review of Library policies and procedures for optimal customer service provision and operational efficiency.	S
3.3.2	Establish a system for regular creation and review of statistics to implement data-driven decision making.	S

3.4 Technology

The physical and digital space of a library needs to be supported by strong IT infrastructure.

Our commitment

We commit to utilising the latest technology to improve services and will continue to provide technology support and training to reduce digital isolation in our community.

Performance indicators

- Increase in annual customer satisfaction levels.
- Increase in Library visitation, circulation and membership.

Priority	Actions	Timeline
3.4.1	Liaise with Council IT to develop a plan to introduce new and upgrade existing public access technology including, provision of public PCs, improved Library WiFi and mobile reception, and greater access to creative software suites and iMacs.	O
3.4.2	Implement an automated or self-returns system.	M
3.4.3	Facilitate equitable access to new technologies and skills by providing access to technology such as VR, robotics and coding.	O

3.4.4	Facilitate easy access to the eCollection within the physical Library space and throughout the LGA.	M
3.4.5	Review the Library website for accessibility, currency and usability to optimise the customer online experience.	M

3.5 Funding

Our commitment

We commit to ensuring Waverley Library is funded in a viable way that ensures the best service delivery for the community.

Performance indicators

- Increase in spend per capita on Library materials in line with industry benchmark.*
- Increase in number and value of grants secured.

*The current national benchmark is listed in 'APLA-ALIA Standards and Guidelines for Australian Public Libraries, May 2021'. This document states: 'To provide access to a current and relevant collection which meets the needs of the community a public library should be spending at least \$6.06 per capita on library materials.' Waverley Library is currently spending \$5.39 per capita.

Priority	Actions	Timeline
3.5.1	Examine fees and charges with the view to trialling a 'fee free' model.	S
3.5.2	Explore opportunities to increase Library income through grant applications, utilisation of DGR status or through partnership opportunities.	O
3.5.3	Ensure the annual budget creation reflects the needs of the Waverley community through appropriate funding for technology and relevant collections.	O

THEME 4: COLLECTION

Collections are at the heart of public libraries, whether they be physical or digital, traditional book collections or other borrowable items or local history collections.

Priorities

4.1 Library collection

Our commitment

We commit to providing access to current, relevant and vibrant collection that reflects the interests of our community and to continually review for relevancy.

Performance indicators

- Increase in annual customer satisfaction levels.
- Increase in Library visitation, circulation and membership.

- To reach the benchmarks indicated in 'APLA-ALIA Standards and Guidelines for Australian Public Libraries, May 2021' for 'Loans per Capita' and 'Age of Collection'.*

*Loans per capita benchmark is 7. Age of collection benchmark is for at least 55% of collection to have been purchased.

Priority	Actions	Timeframe
4.1.1	Review Collection Development Guidelines to ensure collections continue to be relevant to the Waverley community. The guidelines should include the introduction of multiple copies.	S
4.1.2	Create ongoing statistical data to analyse collection use to inform the Collection Development Guidelines and to assist with growing the eCollection.	S
4.1.3	Implement a weeding schedule to maintain relevancy.	S
4.1.4	Conduct a biennial stocktake to ensure stock is accurately reported.	O
4.1.5	Create a marketing plan to better promote and highlight the Library collections.	M
4.1.6	Trial introduction of items relevant to a Library of Things.	O

4.2 Local History collection

Our commitment

We commit to ensuring the accessibility and preservation of Waverley's cultural heritage through implementation of the Local Studies Digitisation Strategy. The digitisation of assets and the development of a digital platform provides electronic access to material and provides opportunities for the community to engage with Waverley's heritage through exhibitions and programming.

Performance indicators

- Online platform and made live and populated.
- Increase in number of digitised items available.
- Team of volunteers recruited and trained in digitisation.
- Quarterly program of activities or displays delivered.

Priority	Actions	Timeline
4.2.1	Continue with digitisation of the Local History collection and populate online hosting platform.	O
4.2.2	Utilise the Local Heritage Grant to digitise the Waverley Cemetery records.	M
4.2.3	Recruit a volunteer team to assist with the digitisation project.	M
4.2.4	Review the Local History section of the Collection Development Policy.	M
4.2.5	Develop a program of quarterly Local History activities and displays.	O

