Draft Library Action Plan 2027-2031

Action Plan and measures of success for community feedback during community engagement period of 17 August – 13 September 2026

Draft Library Action Plan 2027-2031

Action Plan

The Library Action Plan 2027-31 identifies actions that will be implemented over the next five years to give effect to the libraries' vision for the future.

Belong

Help people to participate in Port Phillip life, with a focus on the vulnerable and disadvantaged.

1. Develop a 10-year asset renewal and redevelopment program to meet the growing and changing needs of Port Phillip residents including:
    - Refurbish St Kilda Library to increase flexibility of spaces, and to integrate a creative production focus
    - Refresh other library branches to enhance their local character and service delivery, to accommodate where possible more programming, technology, gaming and spaces for creativity
    - Explore options to extend community access to Library spaces utilising technology and infrastructure differently
    - Identify any new library builds required in developing communities
    - Develop engaging and interactive children's areas at all branches that provide opportunities for programming, collaboration and parents/carers coming together.
2. Increase literacy, digital literacy, literature and creative programs across the library network that bring people with common interests or social needs together.
3. Support Council's role in strengthening cultural heritage, protecting local identity and enabling storytelling through continued investment in local history services and resources.

4. Build partnerships and explore co-location opportunities with organisations such as public and non-profit agencies, community groups, schools and businesses to increase outreach activities that take the library into the community, with a focus on disadvantaged and vulnerable communities and individuals.

Connect

Connect people with each other, services and resources, and the world around them.

1. Build a high-quality and contemporary hardcopy and digital library collection that responds to diverse and emerging community needs.
2. Review and update the library's collection and circulation policies and practices to increase community awareness and support access and utilisation.
3. Participate in state-wide library sector resource-sharing initiatives to increase cost efficiency and improve outcomes for our community.
4. Utilise a new, more interactive library website to enhance access to digital services. Build a better communications strategy to enhance access to our collection, events and Library news.
5. Deliver technology support and digital literacy programs for people who lack skills and confidence in using technology devices, tools and platforms.
6. Build partnerships and explore colocation opportunities with organisations such as public and non-profit agencies, community groups, schools and businesses to increase outreach activities that take the library into the community, with a focus on disadvantaged and vulnerable communities and individuals.

Grow

Support people of all ages, backgrounds and circumstances to read, learn and enrich their lives.

1. Participate in community infrastructure planning for Fisherman's Bend and South Melbourne to ensure library and learning services considerations are included.
2. Increase early years and youth resources, space and services and programs across library branches, online and in the community.
3. Implement a communications strategy to better inform existing and new audiences about what services, programs and collections the libraries offer and grow membership.
4. Increase amenity and make library spaces lighter, brighter, more accessible and welcoming and removing barriers between customers and staff.
5. Implement a volunteer program to extend library services, particularly to vulnerable groups such as the homeless, children at risk and the elderly.
6. Build partnerships to support development and delivery of literary programs and increase cross promotional opportunities.

Create

Inspire people to be creative, turn their ideas into reality, and participate in a prosperous creative ecosystem.

1. Facilitate a community-driven creative production and education program for all age groups.
2. Create, capture and make available original material such as podcasts, events and oral histories that reflect local voices and experiences.
3. Establish an artist/writer/storyteller in residence program in libraries.

4. Support delivery of Council's Live Music Action Plan by creating space for performance, rehearsal, exhibition and creative development.
5. Develop partnerships with local businesses, schools and creative industries to establish Port Phillip libraries as centres of exchange of ideas and excellence in digital technology resources and education.
6. Support initiatives identified in Council's Game Action Plan, by creating spaces and providing resources for people to play, learn, experiment and create.

Sustain

Respond to the needs and aspirations of our diverse and growing community.

1. Establish libraries as climate emergency relief centres and host public education, discussions and forums on climate change and sustainability.
2. Implement a five-year library technology plan to respond to changing community needs and expectations.
3. Develop a comprehensive children's education program.
4. Develop a library consultation and feedback program that involves local residents, community organisations and partners in reviewing, evaluating and designing library services, spaces and programs.
5. Implement a library workforce recruitment and development plan to ensure staff resourcing, skills, capacity and commitment meet or exceed emerging community needs and service demands.
6. Improve staff rostering and resource allocation to increase operational efficiency across the network.
7. Establish a staff team to lead and develop programming, community development, public engagement and feedback.

Measuring success

In 2031 Port Phillip Libraries will still be well-loved and well-used places in the heart of the City. This Library Action Plan will deliver the following actions:

1. More library users (library visits and members per capita).
2. A more responsive and contemporary collection (loans per item, customer satisfaction).
3. Greater value to individuals and the community (program attendance per capita, qualitative program evaluation).
4. More diverse Council, community, cultural and creative partnerships (number of programs delivered in partnership).
5. Greater return on investment in an industry-leading library service (funding per capita).
6. Consistently high levels of customer satisfaction (measured through surveys and interviews).
7. A library service that has a positive impact on people's lives (told through case studies and stories).


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