

Bundaberg Regional Libraries

Action Plan 2024 – 2029

Priority one:

Goal	Objective	Action	Measure	Timeline
<p>Develop adult programming</p> <p>Develop and deliver non-technology programs or sessions for adults that foster opportunities for recreation, socialisation and learning.</p> <p>Encourage engagement and collaboration from community to design programming that is relevant and of interest to community members, thus enhancing engagement with the programs to foster community health and wellbeing and strengthen the value of the library to the community.</p>	Engage and collaborate with library patrons, community and government organisations, and volunteers, to provide programs or sessions of interest	Survey library patrons to ascertain preferences for programs or sessions	A minimum of one survey is undertaken to ascertain community preferences	Annually
		Contact appropriate groups or individuals to ascertain their interest and capacity to facilitate sessions	A minimum of two groups or individuals are contacted.	Annually
		Engage external facilitators, volunteers, or others to present or facilitate sessions or programs	A target of 50% of programs are facilitated by non-library staff	By 2029
	Provide experiences that enhance health and wellbeing through social connection, lifelong learning, and recreation	Survey program participants regularly	A minimum of 50% of participants self-report improved health and wellbeing due to attending program	Quarterly
		Provide a variety of programs to meet these needs	Each category (recreation, socialisation, learning) is represented across the programs or sessions offered	Annually
	Provide programs or sessions which are well attended and thus of value to the community	Monitor attendance at implemented programs	Attendance levels are at least 50% of capacity for each program (not each individual session)	Annually
		Increase library program attendance per capita	Increase our per capita attendance according to SLQ Annual Statistical Return	Annually
		Survey program participants regularly	Satisfactions ratings by respondents measure above average across all programs	Quarterly



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Priority two:

Goal	Objective	Action	Measure	Timeline
<p>Connect with our First Nations community</p> <p>Build relationships with our First Nations community to provide a solid foundation from which to drive future engagement and collaboration.</p> <p>Ensure our libraries are welcoming spaces by supporting relationship building between Libraries and the First Nations community which will lead to a foundation of cultural awareness for library staff and encourage future collaborations.</p>	Build relationships through community networking	Attend Yarning Circles	A minimum of one library staff member attends each Yarning Circle	Quarterly
	Attend First Nations community events to support First Nations initiatives and wider community understanding of First Nations peoples	Participate in Reconciliation Week	At least one library program or attendance at one event during week	Annually
		Participate in NAIDOC Week	At least one library program or attendance at one event during Week	Annually
	Ensure the libraries are welcoming spaces for our First Nations community	Promote First Nations collections	Post to library social media or promote within libraries (e.g., displays) a minimum of six times per year.	Bimonthly
		Display visual representation of First Nations community in our libraries	Liaise with BRC Cultural Development Officer and First Nations community regarding appropriate options for visual representations within available resources.	By 2029



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Priority three:

Goal	Objective	Action	Measure	Timeline
<p>Professionally develop library staff</p> <p>Train and develop staff to ensure their ability to support services, programs, and customers to best practice standards.</p> <p>Continual learning and development are key for the engagement, inspiration, and motivation of staff. Developing their capabilities and their passion for libraries will be achieved through individual and team development and will enhance the delivery of this plan's action items.</p>	Enable library staff to participate in whole-team training	Close libraries for staff training days	Whole-team training is completed	Biannually
	Facilitate staff keeping abreast of new and emerging technologies and industry awareness	Information Services Librarian and Digital Inclusion Officer provide regular updates at staff meetings	A minimum of two updates per month	Monthly
		Provide professional development (PD) time for staff to undertake online training or study	A minimum of one hour per fortnight	Fortnightly
	Facilitate staff capability to deliver activities related to our strategic priorities for 2024–2029	Train staff on the job in program facilitation	Staff are able to facilitate or assist with the running of programs across functional areas	Ongoing
		Provide social and cultural awareness training for staff	A minimum of one online training module completed via Council's portal or other portals	Annually
			BRC Cultural Development Officer to present to staff on cultural awareness	Annually
			Invite a representative from a not-for-profit community group or BRC to present to staff on an aspect of social awareness	Biannually

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Priority four:

Goal	Objective	Action	Measure	Timeline
<p>Expand the reach of libraries</p> <p>Utilise existing resources, technology, and capacity to expand the reach of libraries into the region.</p> <p>Expand the reach of libraries into the region by increasing awareness of and engagement with library programs and services. Investigate non-traditional options for library services to provide the community opportunities to engage with the libraries in new ways.</p>	Increase awareness of, and engagement with, library services and programs	Develop library marketing plan	Plan completed	2026
		Conduct general library outreach activities	Outreach occurs at a minimum of two locations in the region	Annually
	Investigate non-traditional options for library services in the region	Research non-traditional options for library services	Information gathered	By 2026
		Establish feasibility or non-feasibility of option	Report on feasibility or non-feasibility produced	By 2027

