city of
PALMERSTON
'A Place for People'

CITY OF PALMERSTON LIBRARY
5 YEAR MASTER PLAN

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EXCECUTIVE SUMMARY

City of Palmerston is undergoing rapid growth and transformation, and the City of Palmerston Library Service is dedicated to evolving alongside its community.

The City of Palmerston Library Service Master Plan envisions a vibrant and essential community hub that empowers individuals, strengthens community connections, and fosters a lifelong love of learning. This plan aligns with City of Palmerston Council's vision, mission, and community outcomes, contributing to a vibrant, inclusive, and sustainable city that provides opportunities for all. It will guide the development of the Library Service over the next five years, ensuring it remains a valuable community asset that supports lifelong learning, fosters community connections, and celebrates the unique identity of Palmerston.

This document provides a roadmap for the development of the Library Service over the next five years, with a focus on enhancing accessibility, expanding services, embracing technology, and fostering community engagement. The plan is informed by a thorough analysis of community demographics, best practices in library service delivery, and the strategic priorities of City of Palmerston Council.

The Master Plan presents a model for Library Services, centring around the central hub at the City of City of Palmerston Library facility, alongside expanded access to services and programs delivered throughout the Palmerston community via digital resources and outreach initiatives.

The Master Plan includes strategies for strengthening community engagement, promoting sustainability, investing in staff development, and embracing technology and innovation. It also emphasises the library's role as a meeting, keeping, sharing, and creating place, providing a framework for future development.

The Master Plan is built on a foundation of:

Universal Access: Ensuring all residents have easy access to a wide variety of information and resources, regardless of their background or abilities.

Resources and Programs for Lifelong Learning: Fostering a love of learning at all ages by developing and delivering innovative programs and services that promote literacy, learning, and personal growth.

Community Engagement: Creating welcoming and inclusive spaces that encourage interaction and collaboration, serving as a gathering place for people of all ages and backgrounds.

Innovation and Adaptation: Continuously evaluating and adjusting services to meet the evolving needs of the community, embracing new technologies and digital platforms to enhance service delivery and accessibility.

Key strategies include:

- Delivering a far-reaching Library Service Model with the upgraded City of Palmerston Library facility and a presence with resources and programs throughout the community.
- Embracing technology and innovation to enhance service delivery and accessibility
- Strengthening community engagement and partnerships to ensure the Library Service is responsive to local needs
- Investing in staff development to build a skilled and motivated workforce
- Developing and diversifying collections and resources to meet the evolving needs of the community

The Master Plan is built on a foundation of universal access, lifelong learning, community engagement and innovation. It is designed to ensure that the City of Palmerston Library Service remains a vital and thriving community hub for years to come.

MASTER PLAN DEVELOPMENT PROCESS

The City of Palmerston Library Master Plan was developed through a comprehensive and collaborative process, guided by the principles of community engagement, evidence-based decision-making, and strategic alignment. The process involved a series of key stages, each designed to gather information, generate ideas, and build consensus around a shared vision for the future of the library service.

Project Initiation

The project began with a thorough review of existing documents, including the City of Palmerston Community Plan 2018 and Libraries Connecting Communities Strategic Vision 2023-2028. This review ensured that the Master Plan would be aligned with the broader strategic goals of the Council and the Northern Territory Government. A detailed work plan was developed to guide the project, outlining key tasks, timelines, and stakeholder engagement strategies.

Background Research

Extensive background research was conducted to gather information on current trends and best practices in public library service delivery. This included an analysis of community demographics, an assessment of the current library building, and a review of innovative programs and services offered by other libraries.

Community Engagement

Community engagement was a cornerstone of the Master Plan development process. A variety of methods were used to gather input from a wide range of stakeholders, including library and Council staff, community members, local organisations, and government officials. This input was used to inform the development of the Master Plan's vision, outcomes, and strategies. Consultation and engagement included surveys (Library staff, community, Council employees, and community organisations), site visits, face to face meetings, and a Councillor workshop.

Master Plan Development

Based on the information gathered through background research and community engagement, a draft Master Plan was developed. The draft plan was then presented to stakeholders for further feedback and refinement. This final Master Plan reflects the shared vision of the community for a vibrant, accessible, and inclusive library service.

Master Plan Monitoring

The Master Plan will be regularly monitored and evaluated to ensure that it is achieving its intended outcomes. This will involve collecting data on library usage, program participation, and community satisfaction. The results of this evaluation will be used to inform ongoing planning and decision-making, ensuring that the library service remains responsive to the changing needs of the community.

MASTER PLANNING OUTCOMES

Outcome 1
Universal Access

Improved access to library services.

Enhanced library facilities that are welcoming and inclusive.

A library service model with a main facility centred around a main facility, with services and programs delivered both on-site and throughout the community.

Outcome 2
Resources and Programs - Lifelong Learning

Provide resources and programs that support learning at all stages of life, from early childhood to adulthood.

Offer opportunities for skills development, creativity and cultural enrichment.

Foster love of reading and lifelong learning through engaging programs and initiatives.

Outcome 3
Community Engagement

Host a variety of events and programs that bring people together and celebrate the diversity of the Palmerston community.

Partner with local organisations and community groups to expand the library's reach and impact.

Improved awareness and advocacy.

Outcome 4
Innovation and Adaptation

Continuously evaluate and adapt services to meet the evolving needs of the community.

Embrace new technologies and digital platforms to enhance service delivery and accessibility.

Create a culture of innovation and creativity within the library service.

Foster staff development.

Outcome 1: Universal Access

We are committed to ensuring that all residents of Palmerston have easy access to a wide variety of information and resources, regardless of their background or abilities.

This means offering a diverse collection of materials, both physical and digital, and providing the necessary support for everyone to use them effectively. We will also focus on providing access to technology and digital literacy training, aiming to bridge the digital divide and equip individuals with essential skills for today's world.

Key Objectives

1.1   Improved access to library services
1.2   Enhanced library facilities

Strategies

1.1.1   Expand library services to the greater Palmerston region to better serve the needs of families and young children in the growing northern suburbs. This will create a more distributed and accessible library service for the entire community, contributing to the objective of providing equitable access to resources, programs and services.

Services will be developed in consultation with the local community and organisations and may take the form of a dedicated library space, a shared space within a community centre, or an outreach library service. The chosen model will depend on the needs and preferences of the community, as well as the availability of resources.

1.2.1   The improvements to the City of Palmerston Library facility will create a more modern, accessible, and functional space for the community; and contribute to the activation of the Goyder Square precinct. Refreshing the library space will improve accessibility, create more flexible and functional spaces, and accommodate a growing collection and range of services.

Measures

* Community feedback / satisfaction level on Palmerston City Library and the improved outreach services.

Outcome 2: Resources and Programs for Lifelong Learning

We believe in fostering a love of learning at all ages. To achieve this, we will develop and deliver innovative programs and services that promote literacy, learning, and personal growth. These programs will cater to various learning styles and interests, providing opportunities for skill development, creative exploration, and cultural enrichment. We champion the idea that learning is a continuous journey. Our goal is to provide resources and programs that support learning at every stage of life, from early childhood to adulthood. We aim to foster a love of reading and lifelong learning through engaging programs and initiatives, offering opportunities for skill development, creativity, and cultural enrichment.

Key Objectives

2.1   A contemporary, diverse and well-used collection

2.2   Programs, and services that support learning at all stages of life, from early childhood to adulthood; and that reflect the diversity of the community.

Strategies

2.1.1   The Library will conduct regular collection assessments; review collection development / management guidelines that incorporate community input and reflects the evolving needs of the population; and continue to invest in digital resources and eBooks.

2.1.2   To ensure the library's collection remains relevant and diverse the Library will continue the development of the Culture and Heritage collection, and connection / partnership with Libraries and Archives NT.

2.2.1   The Library will expand and diversify its resources, programs and services to meet the evolving needs of the community

2.2.2   The Library will develop a rolling program of cultural events, delivered consistently across the network within three years, utilising local artists and performers, to celebrate the unique identity of Palmerston and promote cultural enrichment within the community.

Measures

- Borrower satisfaction with collections
- Digital collection growth
- Number of eBook downloads/usage
- Number of programs and events
- Program attendance
- Program attendee satisfaction
- Self-directed learning resource usage statistics

Outcome 3: Community Engagement

The library is more than just a place for books; it is a central hub for the community to connect, collaborate, and learn together. We will create welcoming and inclusive spaces that encourage interaction and collaboration, serving as a gathering place for people of all ages and backgrounds. We will also actively partner with local organisations and community groups to expand our reach and impact, offering diverse events and programs that bring people together and celebrate the richness of the Palmerston community.

Key Objectives

3.1 Increased community engagement
3.2 Stronger partnerships
3.3 Improved advocacy and communication

Strategies

3.1.1   The library will continue to focus on community engagement, leading to a greater sense of ownership and participation in the library service. It will actively engage with community stakeholders and leverage roles to strengthen partnerships with the education sector (e.g., schools), Indigenous and cultural organisations, and local businesses.

3.2.1   The library will develop additional and stronger partnerships with other community organisations, businesses and the education sector, leading to a more coordinated and collaborative approach to service delivery, responsive to local needs and priorities. This will involve collaborative programming, outreach initiatives, and active participation in community events, contributing to creating welcoming and inclusive spaces for community gatherings.

3.3.1   The library will develop and implement a comprehensive advocacy and communication strategy to raise awareness of the library's services and programs, build support for the Master Plan, and advocate for the library's role as a vital community asset.

Measures

- Number of new community partnerships
- Number of formalised partnership agreements
- Partnership satisfaction surveys
- Increased library membership
- User satisfaction rates

Outcome 4: Innovation and Adaptation

In a world that is constantly changing, it is crucial for the library to stay adaptable and responsive to the evolving needs of our community. We will continuously evaluate and adjust our services to meet these needs, ensuring we remain relevant and accessible to everyone. We will also embrace new technologies and digital platforms to enhance service delivery and accessibility, providing users with innovative and convenient ways to utilise the library's resources.

Key Objectives

4.1   Focus on technology and innovation
4.2   Ensure equitable access to technology and digital literacy support
4.3   Increased economic activation
4.4   Invest in staff and professional development
4.5   Workforce planning

Strategies

4.1.1   Integrate technology into all aspects of library service delivery, from collection management to programming. This will enhance accessibility, improve efficiency, and provide new opportunities for learning and engagement.

4.1.2   Continuously evaluate and adapt services to meet the evolving needs of the community.

4.2.1   Introduce an expanded range of digital resources and training

4.3.1   The library will play a more active role in supporting economic development and community well-being by providing resources and programs that promote entrepreneurship, innovation, digital literacy and job skills.

4.3.2   By providing co-working spaces, meeting spaces, and technology access the library will facilitate collaboration, networking, and skill development. The library's role as a "third place" outside of work and home fosters social inclusion and community connection, which can indirectly boost economic activity by creating a more vibrant and engaged community.

4.4.1   The library will prioritise the recruitment, development, and retention of a skilled and motivated library workforce, to meet the evolving needs of the community and furthering the reach of library services. This will include implementing a staff training and development plan, supporting staff participation in professional conferences and workshops, and fostering a positive and supportive work environment.

4.5.1   The library's staff is its most valuable asset. Workforce planning will ensure that the library is able to meet current demands and prepare for future change, by discovering current gaps and identifying opportunities.

Measures

- Number of new technology-driven services implemented
- Satisfaction rate among users for these services
- Digital resources and programs usage statistics
- User feedback / satisfaction rates on digital literacy programs
- Staff participation in professional development
- Staff retention rates

FUTURE FOCUS

Our Vision: Your Place to Connect, Create and Discover

Over the next five years, the City of Palmerston Library Service will continuously evolve as a vibrant and essential community hub where people of all ages and backgrounds can connect, create, and discover. We will be a welcoming and inclusive space that empowers individuals, strengthens community connections, and fosters a lifelong love of learning.

| **Connect** | **Create** | **Discover** |
| A space for community engagement and resources. | Opportunities for creative activities and expression. | Access to information for learning and growth. |

Connect: The library provides a space for people to connect with each other, with information, and with resources. This aligns with the Council's vision by fostering a sense of community and belonging.

Create: The library offers opportunities for people to engage in creative activities, explore their imaginations, and express themselves. This aligns with the Council's vision by promoting, and contributing to, a vibrant and creative city.

Discover: The library provides access to a wealth of information and resources e.g., collections, both physical and digital, that can help people learn, grow, and discover new things. This aligns with the Council's vision by fostering a culture of lifelong learning.

OUR FUTURE: A TRANSFORMED SERVICE

In 2030, the City of Palmerston Library is a busy and vital part of the community. It's a place where people of all ages and backgrounds come to learn, connect, and create.

The library has undergone significant changes in the past five years. The library has refreshed updated many components and has been made more accessible - creating a modern, welcoming and flexible space. The collection has continued to develop to include a contemporary range of physical and digital resources, accessible both in the library and online. The Library Service Model is far reaching, providing residents the opportunity to access services and programs that are tailored to community needs, throughout the Palmerston area.

Technology is an integral part of the library experience. Visitors can access online resources, borrow eBooks, and participate in virtual programs. Digital literacy workshops help people develop essential skills for the 21st century. The makerspace, equipped with 3D printers and other tools, provides opportunities for hands-on learning and creativity.

The library has strong partnerships with local schools, community organisations, and businesses. These partnerships enable the library to offer a wider range of programs and services and to reach more people in the community. The library is also an active participant in community events, contributing to the cultural and social life of the city. The library's dedicated staff are committed to providing excellent service. They receive ongoing training to keep their skills up-to-date and are always looking for new ways to meet the needs of the community.

The City of Palmerston Library in 2030 is a valuable community asset. It is a place where people can learn, grow, and connect. The library is well-positioned to continue serving the community for many years to come.