

## OUR VISION

Latrobe City Council will take pride in delivering services that help to support a stronger, brighter and healthier community.

## OUR COMMITMENT

At Latrobe City Council, customers are our central focus. Our priority is to provide a positive customer experience where we apply our resources to routinely meet our community's needs and expectations.

## WE STRIVE TO



### Care

Be interested and invested in delivering the best possible service, and the best possible outcomes within limits set by policy and resourcing constraints



### Know

Provide information that is complete, timely, accurate and accessible for each individual customer—and if we don't know, we will help to find someone who does.



### Solve

Make what can be complex customer issues simple to navigate and achieve throughout each phase of the process.



## HOW TO CONTACT US

### Visit us in person at:

- 63-65 Elgin Street, Morwell
- 34-38 Kay Street, Traralgon
- 1-29 George Street, Moe
- 9-11 Philip Parade, Churchill

**Phone** 1300 367 700  
*including after hours for emergency services.*

**Website** [www.latrobe.vic.gov.au/libraries](http://www.latrobe.vic.gov.au/libraries)

**Email** [library@latrobe.vic.gov.au](mailto:library@latrobe.vic.gov.au)

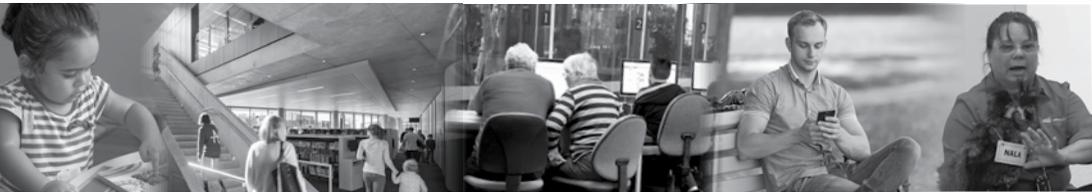
**Social Media** [facebook.com/LatrobeCity](https://facebook.com/LatrobeCity)  
[twitter.com/LatrobeCity](https://twitter.com/LatrobeCity)

LatrobeCity

# LIBRARY PLAN

2017 – 2021





## AS LIBRARIES

across the globe transform from lending to learning environments, Latrobe City Council takes tremendous pride in offering full and diverse opportunities for its community.

Our public libraries are dynamic spaces, resourced with the necessary technology, facilities and knowledgeable team members to support every customer in their pursuit of educational and recreational reading—while providing a warm welcoming environment that encourages social interactions, incidental meetings and leisurely visits.

Hallmarks of the Latrobe City Council public library offering is its free and equitable access to technology, quality print and online collections, literary events, programs and services for all in a safe, inclusive atmosphere designed to honour all ability levels and styles of reading, literacy and lifelong learning pursuits.

STRATEGY	OBJECTIVE	MEASURE/INDICATORS
<b>Knowledgeable, Innovative and Accountable Service Delivery</b>	Create an organisational culture that supports and recognises relevant knowledge and expertise, excellence in customer service, flexibility, innovation, leadership and accountability.	<ul style="list-style-type: none"> <li>Local Government Customer satisfaction survey results.</li> <li>Library customer satisfaction survey.</li> <li>Feedback from library users.</li> </ul>
<b>Welcoming Places and Spaces</b>	Our Libraries are, vibrant, functional, safe and accessible spaces that allow our community to work, connect, learn and relax.	<ul style="list-style-type: none"> <li>Number of Physical visits.</li> <li>Well presented, safe and accessible spaces.</li> </ul>
<b>Community Driven Events and Programming</b>	Deliver a range of programs and events that support enjoyable opportunities for social connection, culture, creativity and learning.	<ul style="list-style-type: none"> <li>Number of programs delivered in the key areas of early years learning and literacy, digital literacy and creative and cultural events.</li> <li>Number of attendances at programs:               <ul style="list-style-type: none"> <li>Early Years Literacy</li> <li>Digital Literacy</li> <li>Events</li> <li>Creative activities</li> </ul> </li> <li>Number of events that support Social Inclusion.</li> <li>Early Years Literacy Program Checklist and criteria is met and accreditation achieved.</li> <li>Investigate and implement opportunities to facilitate STEM programs.</li> </ul>
<b>A Reading Community</b>	Provide library programs and activities that encourage a lifelong love of reading, increase social inclusion and provide opportunities for learning.	<ul style="list-style-type: none"> <li>Number of participants registered in Reading programs.</li> <li>Increase in the number of registered Library members.</li> <li>Increase in the number of library visits to participate in programs.</li> <li>Number of loans – electronic and physical.</li> <li>Number of virtual visits to the Library catalogue.</li> </ul>
<b>Collaboration and Partnerships</b>	Develop, maintain and nurture collaborative partnerships with community, government and educational organisations to achieve mutual benefit.	<ul style="list-style-type: none"> <li>Number of events and activities delivered in partnership with others.</li> </ul>
<b>Customer Driven Collections and Resources</b>	Maintain extensive and diverse print and digital collections that cater to reading preferences and information, literacy and learning needs of the community.	<ul style="list-style-type: none"> <li>Number of physical and virtual loans.</li> <li>Number of virtual visits to the Library catalogue.</li> </ul>
<b>The Digital Library</b>	Innovative infrastructure and digital services that inspire and excite our community, that reflect community sentiment and enhance access to our library collections, services and programs – anywhere, anytime.	<ul style="list-style-type: none"> <li>Number of virtual visits to access the Library’s online resources.</li> <li>Customer feedback.</li> <li>Number of attendances of Digital Literacy programs.</li> <li>eSmart program accreditation.</li> <li>Number of Facebook ‘likes’.</li> <li>Number of bookings made online.</li> </ul>
<b>Our People</b>	Engaged and motivated staff; who can enable our communities to benefit from our collections, technology, programs and spaces.	<ul style="list-style-type: none"> <li>Library customer satisfaction survey.</li> <li>Staff satisfaction survey.</li> </ul>