

Your stories. Your way.

Your local library.

Library Plan 2025–2029



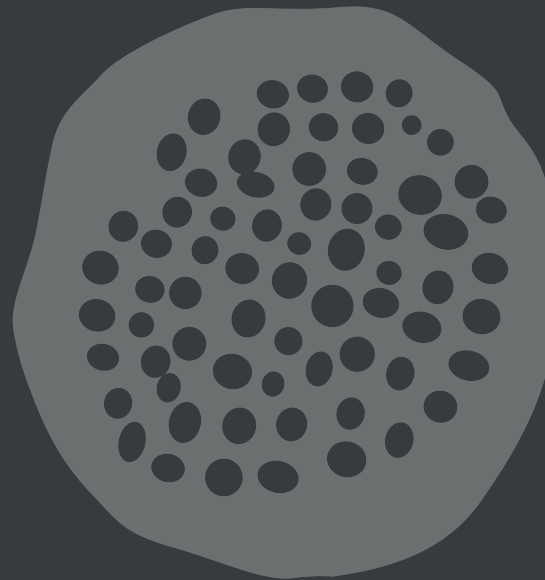
Goldfields Libraries acknowledge the traditional country of First Nations Peoples. We recognise and respect their cultural heritage, beliefs and continuing relationship with the land.

We pay respects to leaders and Elders past, present and emerging, for they hold the memories, the traditions, the culture and the hopes of all First Nations Peoples.

We express our gratitude for the sharing of this land, our sorrow for the personal, spiritual, and cultural costs of that sharing, and our hope that we may walk forward together in harmony and in the spirit of healing.

● Detail of artwork commissioned by Castlemaine Library in partnership with the Friends of Castlemaine Library, created by Proud Dharug Ngiyampaa artist Donna Conley.

Goldfields Libraries
is committed to the
safety and wellbeing
of children and young
people.





Our Mission

You belong as you are.

Be yourself, be welcomed, belong. We value your unique story. You're enough, just as you are.

We will meet you where you are.

Wherever you are on your journey — learning, growing, starting fresh — we're here to help you take the next step.

Learning together, growing together.

As the world changes, we learn together. We share ideas, information and new perspectives. We try to inspire, and are inspired by you. Together, we are the library.

Our Values

We are...

Respectful

We treat everyone with respect — our team, our community and the people we serve. When we value each other's unique strengths, we have a greater impact.

Collaborative

Collaborating with our library members, partners, and each other helps us make better decisions, spark new ideas and drive innovation.

Future-focused

We adapt with the changing needs of our communities, using evidence to evaluate, improve and innovate. We invest in our team to stay skilled and future-focused.



**Our approach is people-focused
and purpose-driven.**

It's centred on you.

Our strategic approach to delivering a public library service begins with the most important element.

You.

Every person we welcome to the library is at the heart of all we do at Goldfields Libraries. Everyone is valued for what they bring and supporting your journey is why we exist. The strength of our libraries is connected to the wellbeing and success of every single patron.

Together, we are the library, and you are at the centre of all we do.

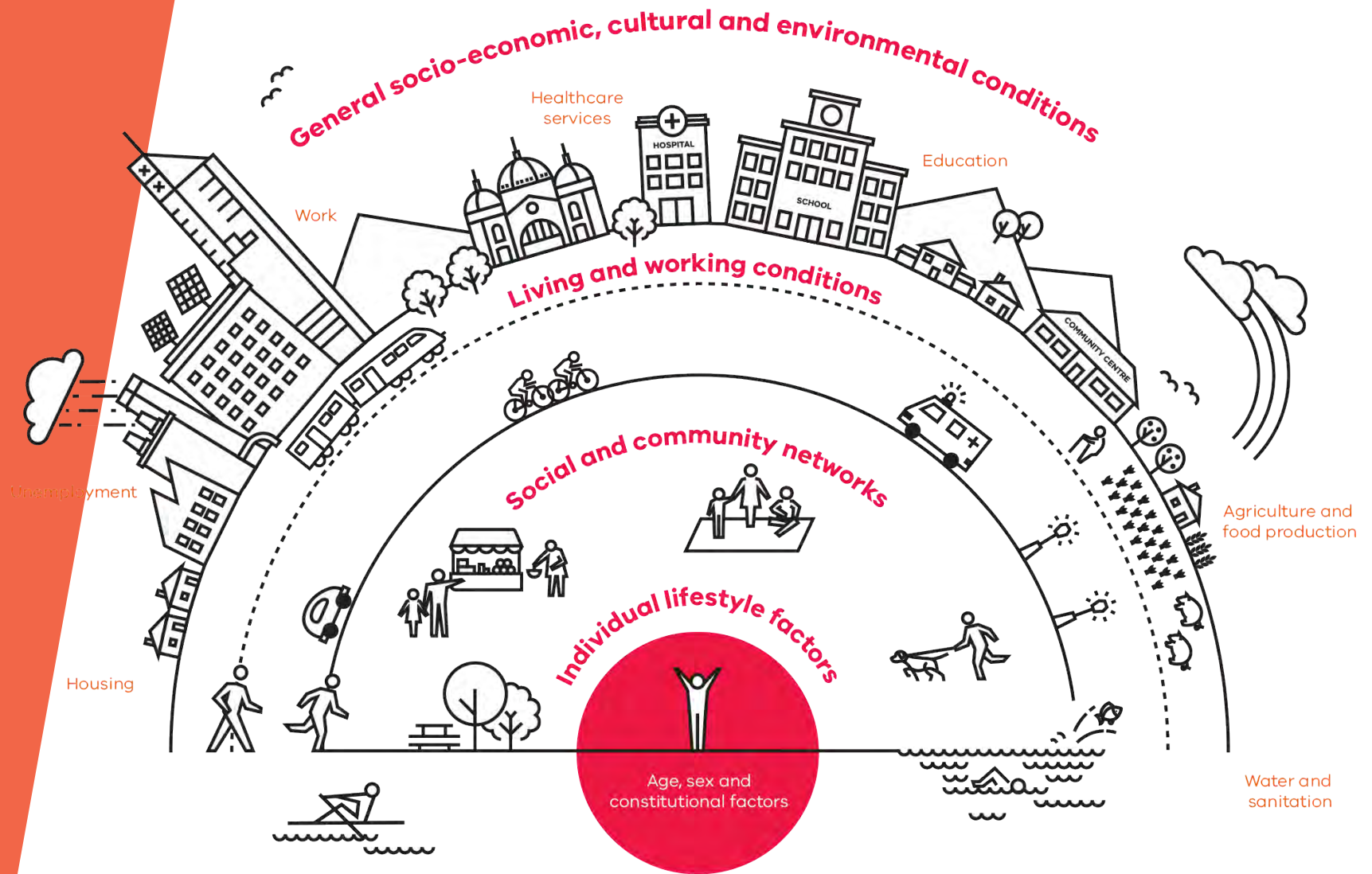
We are also purpose driven and that purpose is informed by the extensive strategic work of our member councils and State government, as well as international frameworks such as the United Nations Sustainable Development Goals.



How do our councils define health and wellbeing?

Libraries form an integral part of socio-economic infrastructure designed to support the health and wellbeing of library users.

Our impact includes facilitating social and community networks, promoting healthy and informed lifestyles and providing places to work, study and connect.



"I love all the Storytimes and spaces here at the Bendigo Library. I do not have extra support at the moment and having a welcoming and inclusive space for my little ones and myself. I feel very grateful." Bendigo library patron

A Global Framework

In line with the Australian Library and Information Association Strategic Plan, we seek to contribute to the Sustainable Development Goals of the United Nations.



Ensure healthy lives and promote wellbeing for all, at all ages.



Promote sustained, inclusive and sustainable economic growth, full productive employment and decent work for all.



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



Reduced inequality within and among countries.



Achieve gender equality and empower all women and girls.



Make cities and human settlements inclusive, safe, resilient and sustainable



Ensure access to affordable, reliable, sustainable and modern energy for all.



Ensure sustainable consumption and production patterns.

Our focus is your good health.

We achieve this by underpinning our planning with the fundamental Five Ways to Wellbeing Model — an internationally recognised approach that employs five habits to support positive mental and physical health.



CONNECT with the people around you — family and friends, as well as people with shared interests at home, school, work and in the library!

Your local library is a place to catch up with friends, family or a new group with a shared interest. You can try book clubs, knitting groups or just hang out after school.



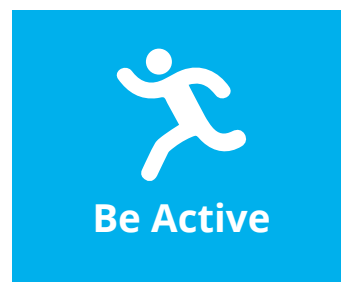
BE AWARE of the world around you. Be curious, remark on the unusual, savour the moment, explore new ideas.

Your local library is all about curiosity and trying things out. We want you to test things, experiment, be creative and challenge yourself to try something new, knowing that mistakes are welcomed.



LEARN something new or reignite an old interest. Sign up for a course, borrow an interesting book, or attend a free program.

Your local library is somewhere you can explore ideas and information at your pace. You can come here and work or study, do research, attend a program, or just ask staff a question.



BE ACTIVE by doing what you can, finding a movement that you enjoy and turning it into a habit.

Your local library has opportunities to be active in a supportive environment. Chair yoga, dance moves, Tai Chi, we've been there, and it's been fun!



HELP OTHERS by being part of a group, being a mentor or volunteering.

Your local library hosts many community groups that contribute back to the community and can also grow your skills. We also have opportunities for volunteering within the library service to help others gain access to books and information.

Regionally aligned. Locally focused.

We will remain a strong ally of the Loddon Campaspe Regional Partnership outcomes that support all of our Council partners in delivering long term social, economic and environmental benefits.

Libraries are one of the most accessible and equitable civic institutions in our region and support people with knowledge, technology, space and tuition to deliver these commonly held aims.

Loddon Campaspe regional partnership includes:

- Six municipalities – Campaspe Shire, Central Goldfields Shire, City of Greater Bendigo, Loddon Shire, Macedon Ranges Shire and Mount Alexander Shire
- Gross Regional Product of \$10.3 billion
- Population of 228,400
- More than 9% of people were born overseas

Our region is striving to achieve the following long term social, economic and environmental outcomes for the individuals, families and communities who live in and visit the region.



A Growing Economy

A strong, diverse economy that enables people to actively contribute to their community



Healthy Loddon Campaspe

Active communities, healthy settings and productive lives at all stages



Create the Best Start for Every Child

Families and communities that give children the best start in life



Youth our Critical Asset

Safe, supported and engaged young people



A Great Environment to Live

Our culture, heritage and environment is protected and enjoyed



A Connected Region

All people in our region benefit from economic activity and access to services

Our Strategic Pillars

The Library Plan for 2025–2029 has four strategic pillars that clearly state the intent of our library services over the next four years.

Annual actions based around these four pillars will provide specific directions and tasks for each year of the plan. These are detailed in the following pages and will be reviewed annually.



Belonging

We provide a safe, welcoming and accessible service. We want you to find your story in the library.

We will respect everyone's journey and meet you where you are.



Connecting

We will connect people to each other, to new ideas and to the world around them.

We create space for discovery, conversation and connection.



Learning

We focus on literacy and a joy of reading for children and families to encourage a great start to life.

We want people to use the library at all stages of life and encourage different ways of learning to suit any age, ability level or interest.

As an organisation, we will continue to build our skills, pursue excellence and learn from you.



Sharing

We offer vibrant spaces, new technologies and an engaging collection. We champion a circular economy and support everyone having access to free resources.

Belonging

We provide a safe, welcoming and accessible service. We want you to find your story in the library.

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2025–2026 Strategic Directions

- **First Nations**
 - Complete Reflect RAP
 - Expand First Nations collection
 - Continue building relationships with Traditional Owners and custodians
- **Gender Equity Action Plan**
 - Survey staff and develop plan
 - Increase collection diversity
- **Welcome new members**
- **Provide welcoming, safe spaces**
- **Engage young people**



Belonging

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Begin First Nations Reparative Cataloguing.	To begin the process of collaborating with community members and identifying items in our Local History collections which can be catalogued reparatively.	Staff employing learned skills to address an area of importance and sensitivity whilst adhering to the continued guidance of Trove partners and cataloguing standards.	Manager Collections.	Completion of Local History collection at Bendigo Library as the first step. Q4.
Develop a new Workplace Safety Action Plan and Staff Wellbeing Action Plan.	To guide continual improvement and monitoring of workplace safety and staff psychosocial wellbeing.	Coordinated and planned actions to improve health, safety and wellbeing, supported by an active Health and Safety committee.	Manager People, Engagement & Operations, Health and Safety Committee.	2025-26 Q3, and ongoing.
Support/embed Community Connector Project post grant-funded period.	To review the Community Connector evaluation report, revise program objectives, reset project governance, and renew advocacy efforts.	Well-governed Community Connector partner project with clearly defined and measurable objectives to support direct service delivery, staff support/ education, and system education/ change.	Manager People, Engagement & Operations, Partner organisations.	To support program July 2025-Dec 2026.
Implement Diversity and Inclusion Action Plan.	To deliver on Gender Equity obligations within a broader strategy to enhance diversity and inclusion within GLC workplace, services and programs.	Coordinated and planned actions to improve gender equity and diversity and inclusion measures supported by an active Staff Consultative Committee.	Manager People, Engagement & Operations.	2025-26 Q1, and ongoing.
Forward plan and balance multicultural programs across the year, inclusive of First Nations.	To take a considered and proactive approach to multicultural programming, informed by identified priorities.	Multicultural programs scheduled, reflecting a balance across communities and libraries.	Coordinator Programs & Events.	2025-26 Q1 & Q3.

Connecting

We will connect people to each other, to new ideas and to the world around them. We create space for discovery, conversation and connection.

2025–2026 Strategic Directions

- Upgrade internet and wi-fi infrastructure
- Run programs to address social isolation
- Support common interest groups – craft, book clubs etc.
- Champion history and heritage of local areas
- Strengthen connection to reading through author talks
- Improve digital literacy through IT help sessions



Connecting

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Continue enhancing website design as required for mobile phone use.	To improve website functionality and experience post WordPress transition.	A mobile-friendly, accessible and engaging website.	Coordinator Communications, Manager IT.	Completion 2025-26 Q4.
Promote Spydus app as a connection point for library use, loans and reservations.	To further develop and promote an online engagement tool that connects patrons with collection.	A 10 percent increase in the use of the Spydus app by GLC patrons.	Manager IT, Manager Collections.	Completion 2025-26 Q4.
Develop a donations, bequest and sponsorship policy to structure opportunities to give to the public library service, in perpetuity.	To provide an avenue for donations that connect patrons to the library service, in perpetuity.	Ongoing stream of funds held in perpetuity to support collections purchase and services.	Chief Executive Officer.	Completion 2025-26 Q2.
Continue exploring the Library of Things model and carrying out risk assessment on items of possible inclusion.	To diversify collection offerings into a range of physical items that add value for patrons and saves purchasing a rarely used item or allows patrons to try before they buy (e.g. telescopes, home sustainability kit).	Risk assessments completed, policy updated and relevant items added or removed from Library of Things consideration.	Manager Collections.	Considered growth of Library of Things content, with a focus on our priorities.

Connecting

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Develop Library of Things Feasibility and Project Plan.	To inform planning and delivery of a Library of Things reflecting community needs and interests whilst balancing operational and risk management requirements.	A well-defined and costed project plan identifying Functional Area actions (IT, Engagement, HR, Collections), risk management framework, resources required and timeline.	Functional Area leads, Manager Engagement & Operations, Manager Collections.	Project plan developed 2025-26. Community engagement and Project implementation 2026-27.
Develop organisational rebrand.	To ensure the organisational rebrand is informed by community consultation, and reflects modern library context and the transition to a Not-for-Profit.	A new name (including possible dual naming) and refreshed brand.	Manager People, Engagement & Operations, Manager Engagement & Operations, Coordinator Communications, Chief Executive Officer.	2025-26 consultation and planning. 2026-27 launch and implementation.
Review and refine programs for older people to provide opportunity for learning and social connection, including with younger people.	To ensure our libraries are a safe, inviting and stimulating space for older people.	A range of programs are offered which address both social and learning needs of older people.	Coordinator Programs & Events.	2025-26 Q2 and ongoing.



Learning

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We want people to use the library at all stages of life and encourage different ways of learning to suit any age, ability level or interest.

As an organisation, we will continue to build our skills, pursue excellence and learn from you.

2025–2026 Strategic Directions

- Early years literacy
- STEAM focus
- School holiday programs
- New technologies and help sessions
- Library of things expansion
- Online courses and seminars
- Collection promotion



Learning

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Undertake feasibility study on open course portal or program approach to promote or collate free courses, tutorials and videos.	To deliver opportunities for patrons to access learning through free online courses and tutorials.	Increased promotion and feedback on usefulness and use of these services.	Manager Collections.	Completion 2025-26 Q3.
Develop staff induction, training and development plan with online, centralised dashboard to monitor and record staff member progress.	To deliver induction and mandatory training to all staff in a timely, flexible and cost-effective manner.	Software supports timely completion of important training, increasing staff knowledge and workplace health and safety, and improving associated management processes.	Manager People, Engagement & Operations, HR Advisor.	Research 2025-26 Q1/Q2. Implementation 2025-26 Q3/Q4.
Implement software to support monitoring and reporting of incidents and workplace inspections.	To build efficiency in reporting processes and provide managers with dashboard access to monitor and respond effectively.	Software supports effective reporting, monitoring and response to incidents and health and safety issues.	Manager People, Engagement & Operations, HR Advisor, Health & Safety Committee.	Implementation 2025-26 Q2.
Review Special Collections.	To ensure staff have training and understanding of the varied special collections held by GLC.	Increased community awareness of special collections and a heightened interest and use/viewing of these items.	Manager Collections.	Complete training rollout by Q4.
Review and refine Digital Literacy programs.	To provide current and relevant Digital Literacy programs reflective of community need.	Digital Literacy programs are dynamic and evolving, benchmarked against other library services and linked into grant opportunities.	Coordinator Programs & Events.	2025-26 Q3 & 4.



Sharing

We offer vibrant spaces, new technologies and an engaging collection. We champion a circular economy and support everyone having access to free resources.

2025–2026 Strategic Directions

- Investigate projects to share resources and reduce consumption
- Explore use of spaces — meeting rooms, work pods, extended hours.
- Invest in collection — library of things, seed library, book locker, physical and eLibrary.
- Invest in public PCs



Sharing

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Pilot extended access at Gisborne and/or Kangaroo Flat libraries.	To extend community benefit and shared space, understanding that libraries are major council assets with significant capital investment. To increase capacity and versatility of use by trusted partners and patrons by extending hours of use outside staffed library hours.	Technology and extended hours usage protocols in place, and operating and usage results and challenges evaluated.	Manager Engagement & Operations, Manager IT, Chief Executive Officer.	System operational after completion of renovation at Gisborne and/or Q4 for Kangaroo Flat.
Transition the Regional Library Corporation to a Not-for-Profit Company limited by guarantee.	Deliver a smooth transition to a new corporate and legal structure in order to ensure the long-term collective and shared resource approach across member councils.	The Regional Library Corporation moves to a new legal structure, transitioning councils, resources and employees with minimal disruption to service.	Chief Executive Officer, Manager, People Engagement & Operations, HR Advisor.	Planning 2025-26. Implementation 2026-27.
Progress the Huntly Book Locker pilot project as a test for this type of increased service.	To test a Book Locker pilot project in the Huntly growth corridor, to see if there is potential to roll out this approach in other locations.	Service launched within Huntly growth corridor, with evaluation to inform further planning.	Manager People, Engagement & Operations, Chief Executive Officer, Coordinator Community Based Services.	Community engagement 2025-26 Q2. Installation 2025-26 Q3. Service launch 2025-26 Q4. Evaluation 2026-27.

Sharing

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Tanner Project: Step 1	Assessment of Tanner collection (historic award-winning children's book collection) with identification of award winners to begin transitioning location.	Award winners confirmed and move completed. Step 2 begins with review and weeding project.	Manager Collections.	Completion of step 1 by Q4.
eResource vs physical collections budget review	To compare statistics, trends, and review expenditures.	Decision on movement of budget to reflect community's increased usage of our eResources.	Manager Collections, Chief Executive Officer	Q3 2026-2027.
Complete filing system upgrade and transition to Teams.	To transition all staff file systems to cloud storage for improved accessibility, collaboration and communication.	Organisational governance is supported by modern record-keeping and collaboration practices.	Manager People, Engagement & Operations, Manager IT, Chief Executive Officer.	Stage 1 2024-25. Stage 2 2025-26.



Bendigo's Trams
A cheap, efficient, electric public transport network
1890-1972

Sustainable
HOUSE KITS

Our libraries:

Branches

- Bendigo
- Castlemaine
- Eaglehawk
- Gisborne
- Heathcote
- Kangaroo Flat
- Kyneton
- Romsey
- Woodend

Agencies

- Axedale
- Boort
- Dingee
- Elmore
- Inglewood
- Pyramid Hill
- Wedderburn



North Central Goldfields Regional Library Corporation
(trading as Goldfields Library Corporation)

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