

Your stories. Your way.

Your local library.

Library Plan 2025–2029



Goldfields
Libraries

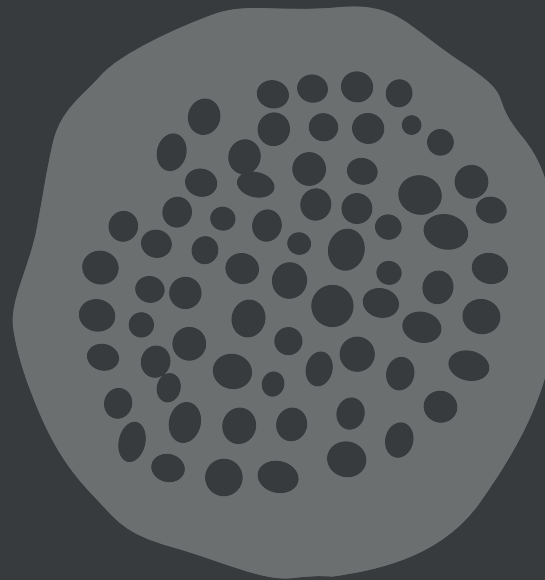
Goldfields Libraries acknowledge the traditional country of First Nations Peoples. We recognise and respect their cultural heritage, beliefs and continuing relationship with the land.

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.

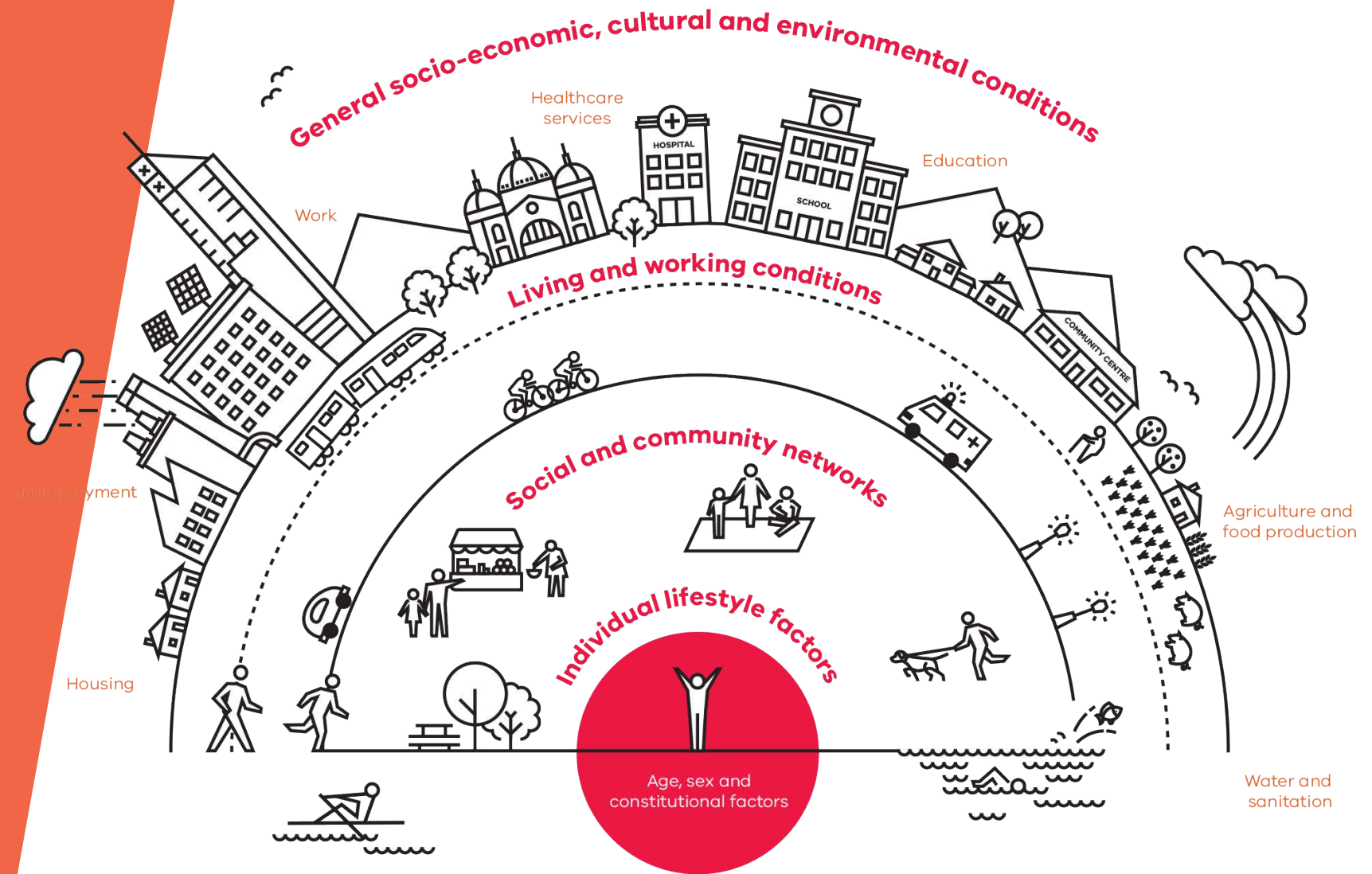
We are also purpose driven and that purpose is informed by the extensive strategic work of our member councils and State government, as well as international frameworks such as the United Nations Sustainable Development Goals.



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.



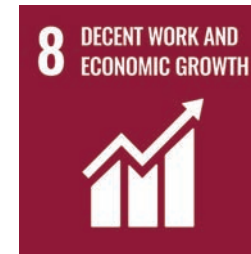
"I love all the Storytimes and spaces here at the Bendigo Library. I do not have extra support at the moment and having a welcoming and inclusive space for my little ones and myself. I feel very grateful." Bendigo library patron

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.

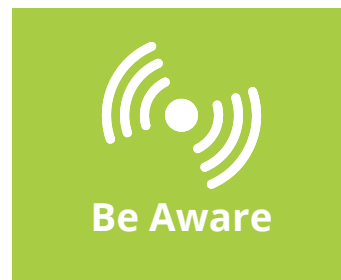
Our focus is your good health.

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.



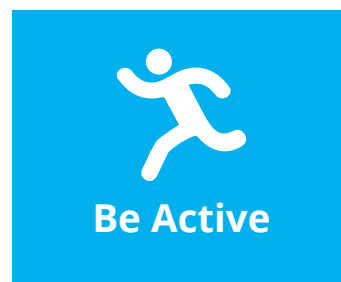
BE AWARE of the world around you. Be curious, remark on the unusual, savour the moment, explore new ideas.

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

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2026–2027 Strategic Directions

- **First Nations**
 - Begin process of reparative cataloguing work
 - Continue building relationships with Traditional Owners and custodians
- **Diversity and Inclusion Plan**
 - Finalise and implement the plan
 - Monitor collection and program 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 collection that 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	Ongoing Q2 2026-27 Community Members identified Q3 2026-27 Project Plan developed
Implement the 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.	Chief Operating Officer, Health and Safety Committee	Ongoing 2026-2028 Q4 25-26: Action Plan developed Q1 26/27 on: Action Plan implemented
Support/embed Community Connector Project post grant-funded period	To contribute to Community Connector planning, monitoring, evaluation, governance, and 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.	Chief Operating Officer, Regional Manager (and partner organisations)	New grant-funded period July 2026-July 2028
Implement Diversity and Inclusion Action Plan	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.	Chief Operating Officer, Chief Executive Officer	Ongoing 2026-2028 Q1 26-27: Action Plan finalised Q2 26/27 on: Action Plan implemented
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. Review and report on diversity each quarter and through Annual Report.	Coordinator Programs & Events	Q1 & Q3 2026-27

Belonging

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Prioritise promotion and feedback on cultural events to elevate exposure	Diverse cultures and communities are welcomed, celebrated and amplified in our branches and agencies, including First Nations.	Prioritise the promotion of upcoming cultural events, plus share post-event photos/videos and reports on social media, in the e-newsletter and staff bulletin.	Coordinator Communications	Q1-4 2026-27
Pilot co-design project capturing voice of the child	Young people feel safe and welcome in our spaces and connected to our library plan and priorities.	Pilot completed with one or more strategic documents, such as Child Safety and Wellbeing Policy or Library Plan. Co-designed with Council Youth Advisory Groups or other cohorts of young people.	Regional Manager, Early Years Working Group (inc. Children and Youth Programs Officer)	Q3 2026-27 Workshops Q4 2026-27 Development
Actively engage readers through inclusive, relevant and easy-to-access discovery experiences	To foster a sense of belonging by engaging non-library users and aspirational readers, supporting them to see themselves as readers and reconnect with reading in ways that feel achievable and personally relevant.	Increased engagement, reflected in borrowing trends, use of promoted collections, and community and staff feedback on relevance and accessibility.	Manager Collections Coordinator Communications	Q2 2026-27 Project plan developed Q4 2026-27 Promotion begins
Include languages reflective of the region in welcome signage, website and marketing collateral	To foster a sense of welcome and inclusivity. To encourage the Bendigo region's growing community of Karen and Afghan people to feel welcome in the libraries and to use library services.	Welcome banners in diverse languages feature in all branches. New DLs & webpage produced to promote inclusive library services, including multicultural picture book collection, in Dari and Karen.	Coordinator Communications (in collaboration with Bendigo Community Health Services' Cultural Diversity team)	Q2 2026-27 Banners printed and displayed Q3 2026-27 Website updated
Develop Social Stories for Storytime at each branch	To improve accessibility for children and families, supporting them to attend Storytime knowing what it looks, feels and sounds like in advance, encouraging attendance and removing barriers.	Social Stories for Storytime are developed for each branch, including images of that branch and regular Storytime staff. These are reviewed and approved by the Early Years Working Group, and added to our website to aid access and inclusion.	Regional Manager, Early Years Working Group	Q2 2026-27

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.

2026–2027 Strategic Directions

- Continuous improvement of internet/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
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	Q3 2026-27 completion
Progress organisational rebrand and membership drive	To better unite and represent all library branches and agencies under a new name and logo. To promote and establish the new brand in communities and grow membership numbers through promoting the benefits of joining.	Public launch of rebrand, via all comms channels, media, and launch event and/or special day across all branches. Rebranded website, publications, collateral, signage, etc. Membership drive campaign across social media and within branches & agencies.	Chief Operating Officer, Coordinator Communications	Q1 2026-27 development continues Q2 2026-27 rollout begins Q3 2026-27 membership drive
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, health and learning needs of older people.	Coordinator Programs & Events	Q2 2026-27 Review Q3 & Q4 2026-27 Programming
Research feasibility on creative support for book clubs to facilitate broad inclusion	To strengthen community connection by offering flexible and engaging ways for people to share reading experiences, including themed, interest-based and socially focused formats that encourage in-person interaction and reduce barriers to participation.	Increased participation in book clubs and shared reading activities, with a broader range of formats and audiences represented, and positive feedback on accessibility, inclusiveness and social connection.	Manager Collections	Q2 2026-27 Research Q3 2026-27 Recommendations presented

Connecting

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Investigate options for phone system upgrade.	Update the phone system to meet modern standards and ensure business continuity and communication requirements.	Phone system delivered that provides easy connection between staff and between staff and patrons.	Senior Manager IT & Collections	Q2 2026-27 Research Q3 2026-27 Recommendations presented
Develop a scaled framework for support of common interest and passive program groups which encourage and enable connection amongst community members	To provide an outlet and connection point for those with common interests balanced against library resources and staff time, reflecting a consistent approach across the region.	Framework developed with scaled levels of support identified. Common interest groups enabled without over commitment of library staff time, spaces and resources. Branch libraries have a clear and consistent direction.	Coordinator Programs & Events	Q3 2026-27 Framework developed Q4 2026-27 Framework presented to link with branch planning



Learning

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

2026–2027 Strategic Directions

- Early years literacy
- STEAM focus
- School holiday programs
- New technologies and help sessions
- Library of Things implementation
- Online courses and seminars
- Collection promotion
- Support literacy in health and wellbeing



Learning

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Progress feasibility study on open course portal or program to collate and promote 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	Q3 2026-27 completion
Embed use of HR software to deliver, record and monitor staff induction and training	To deliver and monitor staff induction and mandatory training 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.	Chief Operating Officer, HR Advisor	Q3 2026-27 All staff onboarded
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.	Chief Operating Officer, HR Advisor, Health & Safety Committee	Q2 2026-27
Increase awareness and use of Special Collections	To increase awareness of special collections and support people to explore and engage with these resources.	Increased use and visibility of special collections, demonstrated through borrowing, viewing, and enquiries, along with community feedback indicating greater awareness and interest.	Manager Collections, Coordinator Communications	Q2 2026-27 Engagement begins

Learning

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Contribute to sector pilot of AI literacy toolkit	Refine our organisational approach to AI use. Provide training for staff and support to community in using AI.	Appropriate policy governing AI usage internally and sourced training for staff to support patrons on AI usage.	Senior Manager IT & Collections, Coordinator Programs & Events.	Q2 2026-27 and ongoing
Review and revamp the Strong Seniors program and consider expansion to other branches	To upgrade Strong Seniors videos to better align with our culture and settings than the current Geri-fit videos. To consider expansion to other branches.	Strong Seniors videos are refilmed with support of local partners with expertise in exercise physiology for older people. Strong Seniors program consolidated at Kangaroo Flat, and feasibility report prepared for potential expansion and funding.	Coordinator Programs & Events, Regional Manager	Q1 & 2 2026-27– Review & Revamp Q3 2026-27 – Feasibility report



Sharing

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

2026–2027 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
Present feasibility on after-hour access to library facilities	To explore expanding usage of library spaces through providing unstaffed after-hours access to trusted community groups and members.	Relevant technology and operating protocols researched, with cost benefit analysis, sector feedback and risks evaluated.	Regional Managers, Chief Operating Officer, Senior Manager IT and Collections, Chief Executive Officer	Q2 2026-27
Implement governance systems for Central Victorian Libraries Ltd	To 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, Chief Operating Officer, HR Advisor	2025-26 Planning 2026-27 Implementation
Progress Book Locker feasibility	To work with Member Councils and relevant teams on feasibility of Book Locker model to increase service delivery in growth corridors and targeted communities.	Feasibility delivered to inform resourcing and further planning.	Regional Manager, Chief Operating Officer, Chief Executive Officer, Coordinator Community Based Services	2025-26 Community engagement 2026-27 Feasibility 2027-28 Installation

Sharing

Action	Intent	Success looks like	Action Area Manager	Timeline or Milestones
Develop a policy and procedure library	To create a standalone policy library to improve access and review of company policies and procedures.	Organisational governance is supported by modern record-keeping and collaboration practices.	Chief Operating Officer, Senior Manager IT and Collections, Chief Executive Officer, Coordinator IT Services	Q1 2026-27 Policy Library developed Q2 2026-27 – Policy Library Live
Undertake broad-based review of Community Based Services model	To evaluate CBS engagement, operations and community needs to inform optimal service delivery, including within the newly refurbished Heathcote Library.	Community Based Services operate at optimum service levels and are well-utilised by local community.	Regional Manager, Coordinator Community Based Services	Q1 2026-2027 community consultation and evaluation Q2 2026-27 report and recommendations
Integrate the Library of Things into collection purchasing and maintenance practices.	To diversify the collection through the provision of physical items that are safe to use, relevant to the community, add value for patrons, and encourage sustainable practices (reducing purchases of rarely used items and encouraging try-before-you-buy).	Risk assessments and policy inform purchasing and maintenance of the Library of Things collection.	Manager Collections, Regional Manager	2026-2027, ongoing
Develop Library of Things Project Plan	To inform planning and purchasing of an expanded Library of Things reflecting community needs and interests whilst balancing operational, budget 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, Regional Manager, Manager Collections	Q1 2026-2027 Project plan developed Q2 2026-27 Funding secured Q3 2026-27 Community engagement and Project implementation



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)

Administration Hub:
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Bendigo, Victoria, 3550

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