

Library Strategy

2021/2022

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Introduction

The balancing act of preparing our community for the challenges of the digital age while providing the essential and universal library services is a continual challenge at Shire of Dardanup Library Services. While key services and objectives such as increasing literacy and providing learning and knowledge to our community will always be at the core of what we do, an increasing demand for access through our eLibrary and outreach, growing need for adaptive learning spaces at Eaton and Dardanup, and changes to work and life patterns within the community requires the library to develop new strategies.

Additionally, population forecasts for the Shire of Dardanup demonstrate a need to expand our local library facilities while the ceasing of ties with Eaton Community College has built an urgency to move to new premises. The library, therefore, can take advantage of the planned move to unshared facilities by providing a dedicated community service that will create more programming and learning opportunities. We can focus on better access and engagement for the community to explore our high quality collection and benefit from our services.

Moreover, it is important now that the Shire of Dardanup Library Services meet this challenge and move beyond the doors of our branch locations and out into our community. While we have already taken steps to do this through our Library Delivery service, this will be an opportunity to explore ways of utilising assets and venues within the Shire with library programs such as Story Time in the Park.

Shire of Dardanup Library Services enrich the lives of many. Our services have opened doors and expanded horizons through access to information, knowledge, technology, and social interaction in our community. We maintain a welcoming environment that encourages others to participate, inspiring life-long learning through a love of reading and discovery in everyone, from the youngest children to the wisest adults.

Strategic Alignment

Shire of Dardanup Strategic Community Plan 2018-2028:

Shire of Dardanup Library Services supports the vision of the Shire:

Provide effective leadership in encouraging balanced growth and development of the Shire while recognising the diverse needs of the community.

The library service achieves this by aligning with the five strategic objectives outlined in the Strategic Community Plan:

Objective 1: Strong civic leadership representing the whole of the Shire which is supported by responsible and transparent corporate governance.

Shire of Dardanup Libraries provide services and facilities with a customer focus reflecting the needs of Shire residents to maintain and build a well-informed, connected, and engaged community that actively participates. Through our leading role in initiatives such as One Library and the South West Library Consortia, we provide effective collaborative solutions for our community through shared services with surrounding organisations.

Objective 2: Maintaining a balanced respect for our natural assets and built environment, retaining our lifestyle value, community spirit and identity.

Our libraries are vibrant, welcoming, and well-presented and promote an awareness of climate change and provide a variety of waste disposal options to minimise impact on the natural environment. We are a place in our community that meets the current and future needs of our community and provides an environment for people to work and play.

Objective 3: A safe and vibrant community which is inclusive and welcoming for all ages and interests.

The Shire of Dardanup Library services fosters creativity in our community through cultural and artistic programming, activities, and resources. We promote an active involvement in life through our spaces and programs which encourages social connectedness and in positive social networks.

Objective 4: To encourage a diverse and resilient economy that supports a range of local employment opportunities.

Our libraries provide services and resources that create connectivity and support business success in upskilling staff; providing a place to study, work, and meet; and enabling access to technologies and resources for personal professional development.

Objective 5: Provision and maintenance of facilities, infrastructure, and services to promote the Shire as an attractive and desirable place to live.

Shire of Dardanup Libraries provides a service that encourages the sharing of knowledge and active citizenship through connective activities. We embrace lifelong learning and cultural

awareness through cultural, community, learning, and artistic activities and the provision of a range of traditional, modern, and emerging resources and technologies.

WALGA Framework for Public Libraries:

Shire of Dardanup Library Services is aligned at a local level to the goals outlined in the *WALGA Vision 2025 and Framework for Strategic Action for Public Libraries Western Australia*:

1. Building capacity and fostering community engagement;
2. Promoting learning and literacy;
3. Preserving, sharing and celebrating our rich heritage; and
4. Inspiring new ideas and creativity.

Shire of Dardanup Library Services continues to achieve these goals through:

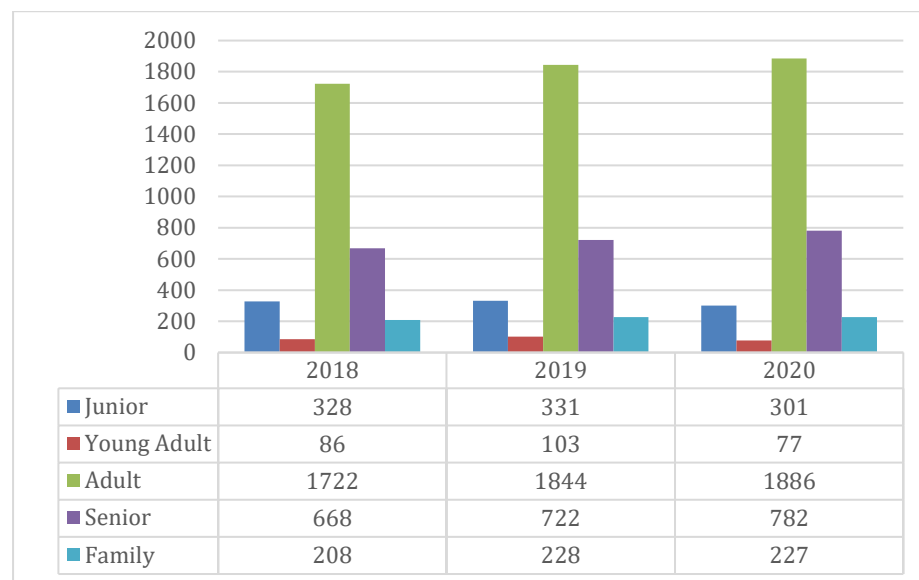
- a) the role our libraries play as a community and social hub;
- b) the provision of access to materials and resources through our library delivery service and outreach program;
- c) new learning opportunities through the promotion and fostering of early literacy, information literacy, and digital literacy;
- d) the continued development and growing focus on our local history collection; and
- e) provision of an environment and services that will promote the exchange of ideas and new concepts.

Informing Data

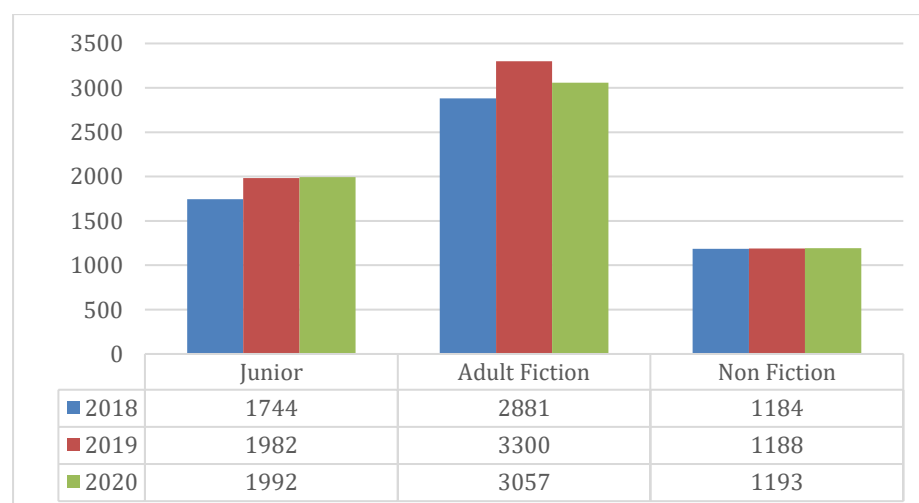
Overview:

The COVID-19 pandemic has had an impact on the way our library is used. As expected, there were reduced library visits and supply of stock was reduced due to lockdown periods and border closures. Despite this however, our membership continued to grow as did our loans, highlighting the success of our services during the pandemic. Significantly, our digital loans have increased during this period as more of our customers took advantage of our eLibrary while our home delivery service ensured customers were able to access physical items even while we were closed.

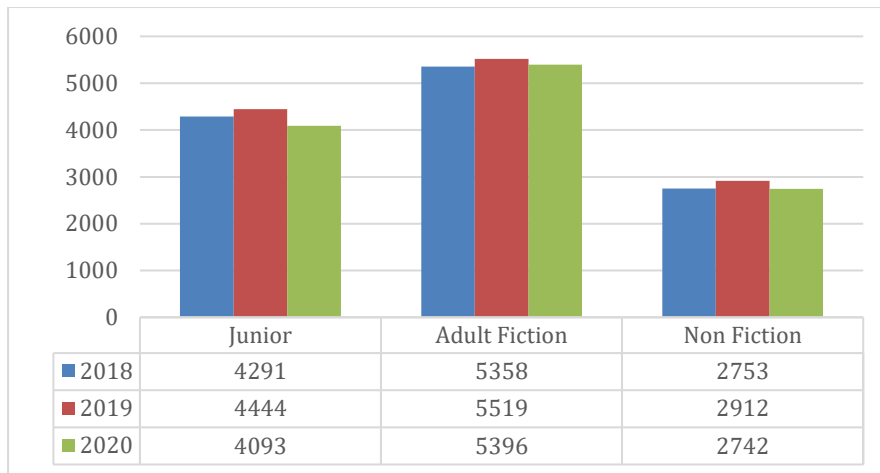
Memberships 2018-2020



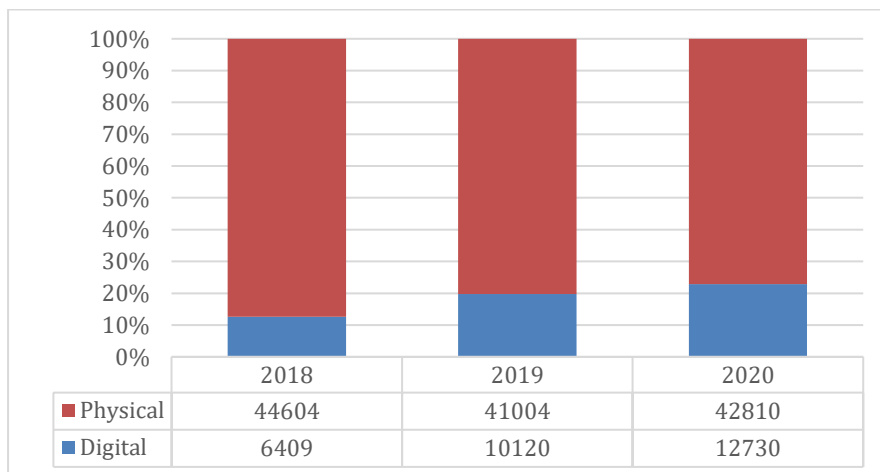
Local Stock 2018 - 2020



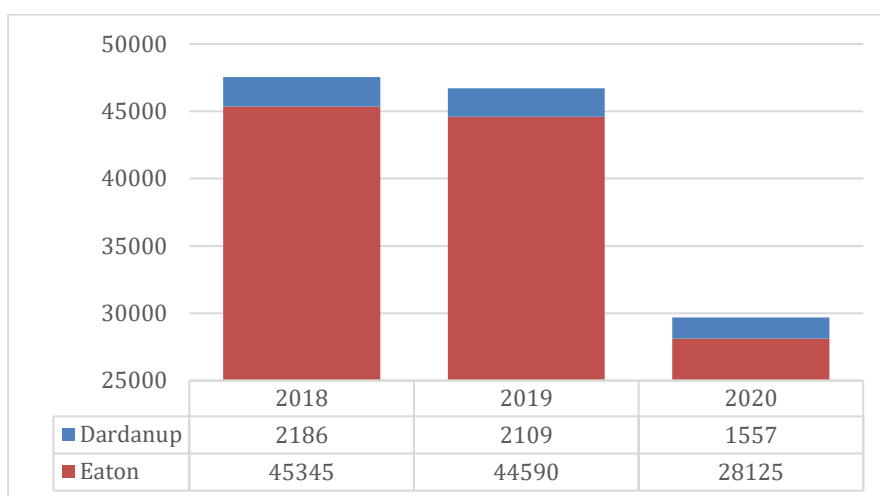
State Library of WA Stock 2018 - 2020



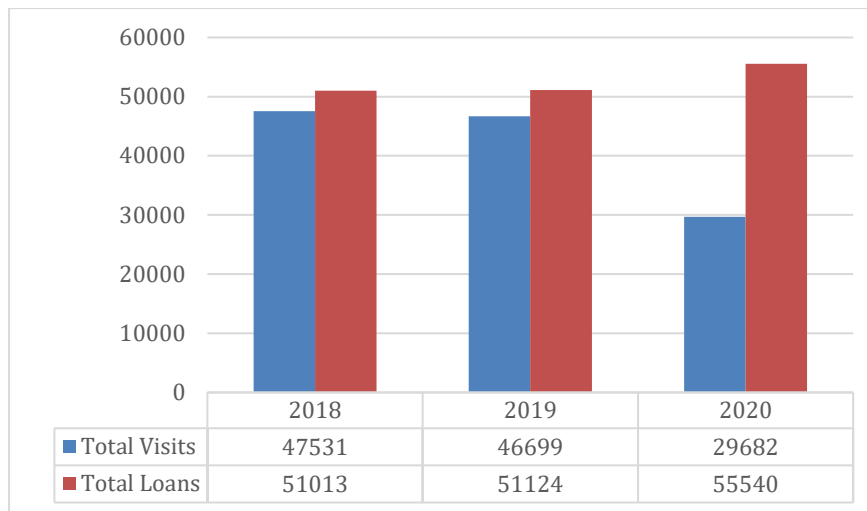
Loans 2018 - 2020



Visits 2018 – 2020



Total Visits vs Total Loans 2018 – 2020

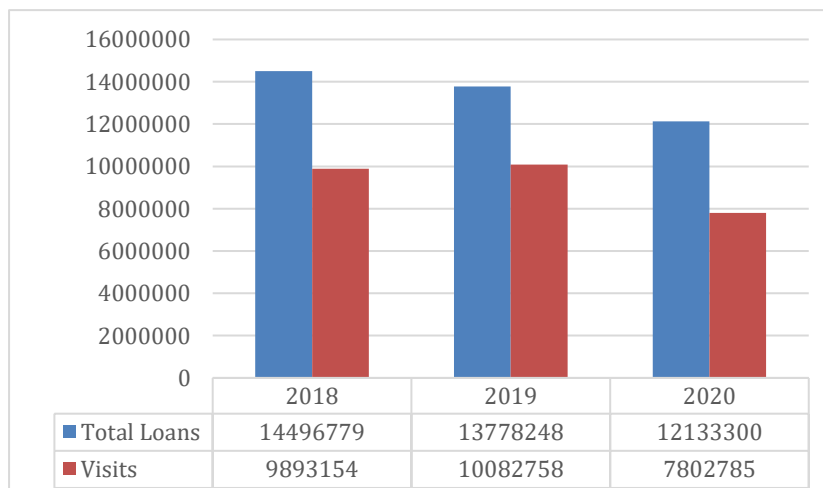


Our membership trends illustrate a continued growth, particularly in adult and senior memberships. While there has been a drop in the number of junior and young adult members suggesting a need to focus on growing membership in this area, our stock levels have remained consistent which indicates junior members are borrowing on parent accounts which have a maximum limit of 30 items. COVID-19 has also impacted this with parents ordering items for children during lockdown. Additional to this, while our loans to visit ratio remained consistent in 2018 and 2019, there was a large and expected drop in 2020 due to the COVID crisis. However, due to the success of our home order and delivery service, Shire of Dardanup Library Services was able to provide significantly more loans to its customers in 2020 than in previous years.

Benchmarking

As illustrated below, State Library and National Public Library averages indicate a consistent decline in library use over the past four years which is in contrast to the trends shown through our library service which has shown a consistent increase. A further indication that the Shire of Dardanup provides a higher value library services to its customers is the loans per visit which shows a significantly larger ratio than the national and state averages in 2020.

WA Library Average Total Visits v Total Loans



Loans per Visit Ratio 2020

	Loans per Visit
Shire of Dardanup Library Services	1.87
State Library of WA	1.55
National and State Libraries Australia	1.69

Our Vision and Goals:

Our Vision:

Our libraries develop and nurture community connections, culture, and lifelong learning through the celebration of knowledge, discovery and the exchange of ideas.

Our Goals:

GOAL 1: DISCOVERY	Inspire creativity, reflection and understanding through literacy, personal growth and learning;
GOAL 2: CONNECTION	Encourage and facilitate the free exchange of ideas through community and digital connection;
GOAL 3: SPACES	Create spaces for learning, relaxation, entertainment, enterprise and connection;
GOAL 4: SUPPORT	Provide collections and services that support our community now and for the future.

Achieving Our Vision and Goals:

Our vision and goals support the *Shire of Dardanup Place and Community Plan* (PACP) focus areas with key library actions tied directly to Place and Community Strategies:

GOAL 1: DISCOVERY: Inspire creativity, reflection and understanding through literacy, personal growth and learning.

PACP Focus	PACP Strategy	Library Action	Budget	Timeframe
A Sustainable and Resilient Community	To encourage lifelong learning, resilience, and the sharing of knowledge.	Support the development of emotional, physical, social, language and cognitive, and communication skills in children through library programs and events.	Staff	Annual

PACP Focus	PACP Strategy	Library Action	Budget	Timeframe
		Deliver library programs and services to encourage lifelong learning and skills development in adults and seniors.	Staff	Annual
An Accessible and Inclusive Community	To ensure equitable access to library services	Provide diverse learning environments at the libraries.	Staff	Short Term

GOAL 2: CONNECTION: Encourage and facilitate the free exchange of ideas through community and digital connection.

PACE Focus	PACE Strategy	Library Action	Budget	Timeframe
An Empowered and Actively Engaged Community.	To increase involvement in volunteering through recognising volunteers, promoting opportunities, and raising awareness of the value of volunteering.	Encourage youth to be more involved in their community through volunteering at events, activities and programs.	Staff	Ongoing
A Sustainable and Resilient Community	To participate in regional and state community development and cultural initiatives.	Continue to contribute to the South West Library Consortia and One Card Library System in South West.	\$14,000 – Shire of Dardanup	Ongoing
	To encourage lifelong learning, resilience, and the sharing of knowledge.	Establish a two-way mentoring program that focuses on transferring the experiences and skill sets from one generation to another.	Staff	Short Term
		Identify, adopt and encourage innovative approaches in the delivery of community initiatives, including the use of technology.	Staff	Medium Term

PACE Focus	PACE Strategy	Library Action	Budget	Timeframe
		Continue to partner with the State Library of Western Australia to promote literacy.	Staff	Ongoing
An Accessible and Inclusive Community.	To ensure equitable access to library services	Develop and expand library outreach services to provide literacy and learning opportunities to people who are isolated and/or with disability.	Staff	Short Term
A Vibrant and Connected Community.	To promote the library as a core, active and visible part of our community.	Increase opportunities to promote literacy and learning in the community through establishing a library presence at community and flagship events.	Staff	Short Term

GOAL 3: SPACES: Create spaces for learning, relaxation, entertainment, enterprise and connection.

PACE Focus	PACE Strategy	Library Action	Budget	Timeframe
A Sustainable and Resilient Community.	To encourage lifelong learning, resilience, and the sharing of knowledge.	Increase patronage of the library services and programs through an annual calendar of activities.	\$37,000 – Shire of Dardanup	Annual
An Accessible and Inclusive Community.	To increase ease of access to community services, events and programs.	Provide up-to-date library facilities and equipment that will allow our community to access and engage with new technologies.	\$2,500 – Shire of Dardanup \$4,500 – GF	Short Term
	To ensure equitable access to library services	Provide functional and accessible library spaces that are conducive to learning including for those with mobility, intellectual and autism spectrum disorders.	Staff	Short Term

PACE Focus	PACE Strategy	Library Action	Budget	Timeframe
A Vibrant and Connected Community.	To promote the library as a core, active and visible part of our community.	Establish and promote the Eaton Library as a community hub that caters to a diverse range of interests.	\$5,000 – Shire of Dardanup	Short Term ----- Ongoing

GOAL 4: SUPPORT: Provide collections and services for our community now and for the future.

	PACE Strategy	Library Action	Budget	Timeframe
An Accessible and Inclusive Community.	To increase ease of access to community services, events and programs.	Continue to develop and promote access to eLibrary services.	Staff	Ongoing
	To ensure equitable access to library services	Build cultural competency and advocate for inclusive policies, procedures, and services within Council.	Staff	Short Term
A Unique and Celebrated Community.	To encourage interest and exploration of Shire of Dardanup heritage and history.	Build on the Library's current local history collection in partnership with the community.	Staff	Medium Term
		Advocate the importance of local history by developing a Local History Studies service to capture our culture, stories, and heritage.	\$10,000 – Grant Funding	Long Term

Library Programs Strategic Alignment

While our programs are designed to fulfil our four library goals, they are more specifically aligned with Place and Community strategies from the *Shire of Dardanup Place and Community Plan 2020 – 2030*. This document is also aligned with the outcomes from the *Shire of Dardanup Strategic Community Plan 2018 – 2028*.

	CHILDREN AND EARLY LITERACY	TECHNOLOGY AND DIGITAL LITERACY	ADULT LEARNING AND PARTICIPATION
PLACE AND COMMUNITY STRATEGY ALIGNMENT			
To support and encourage volunteer groups to deliver events, programs and projects.			●
To increase the capacity of community groups to deliver their services and events.			●
To encourage lifelong learning, resilience, and the sharing of knowledge.	●	●	●
To increase ease of access to community services, events and programs		●	
To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.	●	●	●
To support people who are isolated and vulnerable	●	●	
To ensure equitable access to library services.	●	●	●
To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.	●	●	●
To deliver and encourage place-based activities and events that activate spaces and promote connectedness.	●	●	●
To promote the library as a core, active and visible part of our community	●	●	●
To encourage interest and exploration of Shire of Dardanup heritage and history			●

	CHILDREN AND EARLY LITERACY	TECHNOLOGY AND DIGITAL LITERACY	ADULT LEARNING AND PARTICIPATION
STRATEGIC COMMUNITY PLAN OUTCOME ALIGNMENT			
1.4.3 Investigate and adopt where appropriate 'smart' technologies to improve service provision.		●	
2.4.1 Encourage the preservation of significant heritage properties and precincts			●
3.2.1 Deliver a high level of community programs and services that encourages social connectedness, facilitates an accessible, inclusive environment.	●	●	●
3.3.2 Support volunteer groups within the Shire of Dardanup.			●
5.2.3 Deliver a high level of library facility and community services to enhance the sharing of knowledge for our community.	●	●	●

Library Programs 2021/2022:

Our library programs are core to our library services and highlight the collections, resources, knowledge and expertise that reside in the library. They enrich the lives of participants and deliver real and significant benefits to our community and are developed to support the following key programming areas:

1. Children and Early Literacy
2. Adult Learning and Participation
3. Technology and Digital Literacy

Shire of Dardanup Library programs encourage participants to develop strong, deep and productive connections with the library, including collections, staff, other participants and the community. Additionally, our programs encourage people who may not be library users to visit the library for the first time.

Children and Early Literacy

Our Children and Early Literacy programs are aimed at all children from infants to teenagers to young adults. They have been developed to inspire a love of reading and literature, build literacy and language skills and most importantly to promote lifelong learning from an early age.

JUNIOR SING AND DANCE SESSIONS	
OBJECTIVE	<p>Encourage young families to introduce their children under 6 to dance, song, rhymes, musical instruments and play time. It will also broaden their creativity, imagination and school readiness skills.</p> <p>This program encourages community engagement and showcases the Eaton and Dardanup Library facilities, borrowing, outreach programs, and services.</p>
TARGET	<p>Primary: Encourage literacy under 6-year-olds.</p> <p>Secondary: Encourage parents to read, sing, dance and play with their children.</p>
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To support people who are isolated and vulnerable
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings 2. Feedback from participants 3. AECD Data

STORY TIME IN THE PARK	
OBJECTIVE	<p>Story Time in the Park is held as part of the Summer Series during spring, summer, and early autumn. Story Time sessions rotate between park and outdoor locations in Eaton, Dardanup, and Burekup.</p> <p>Encourages young families to introduce their children under 6 to dance, song, rhymes, musical instruments and play time. It will also broaden their creativity, imagination and school readiness skills.</p>
TARGET	<p>Primary: Encourage literacy for children and promote a love of books from an early age.</p> <p>Secondary: Encourage parents to read to their children and promote the importance of early literacy.</p>
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To increase ease of access to community services, events and programs

	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To support people who are isolated and vulnerable
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings 2. Feedback from participants 3. AECD Data

STEM: LEGO Club	
OBJECTIVE	<p>LEGO Club encourages learning through play and STEM learning. Topics are challenging and require critical thinking, collaboration, and innovation using LEGO bricks.</p> <p>Benefits include:</p> <ul style="list-style-type: none"> • Increasing confidence in children • Encourage creativity through discovery • Promotes organisation, problem solving and attention to detail • Promote discussion and social interaction with peers.
TARGET	<p>Primary: 6 – 12 year olds</p> <p>Secondary: 13 – 16 year olds, parents and caregivers</p>
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings 2. Feedback from participants 3. Creative and innovative thinking from attendees

SCHOOL HOLIDAY PROGRAMS	
OBJECTIVE	Each school holidays Shire of Dardanup Library Services develops a specialised program to encourage families and children to engage with the library. Ranging from online activities, arts and crafts, kids author talks and quiz nights, our school holiday events provide something for everyone in a fun and engaging environment.
TARGET	<p>Primary: 6 – 12 year olds</p> <p>Secondary: 13 – 16 year olds, parents and caregivers</p>
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<p>4. Number of bookings</p> <p>5. Feedback from participants</p> <p>6. Creative and innovative thinking from attendees</p>

SUMMER READING PROGRAM	
OBJECTIVE	This program is run annually over the longer summer holiday period to encourage school aged children to continue with their reading over summer and avoid the 'slump' that occurs in literacy levels. Each year there is a new theme and each participant receives a welcome pack with activities and enticements to maintain their reading.
TARGET	<p>Primary: 6 – 12 year olds</p> <p>Secondary: 13 – 16 year olds, parents and caregivers</p>
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To ensure equitable access to library services.

	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of Summer Reading participants 2. Feedback from participants 3. Number of items read

Adult Learning and Participation

Our Learning and Participation activities are aimed at all members of our community. We place particular importance on inclusion and diversity and have developed programs and activities for a range of interests and abilities that promote and enable personal development, foster discussion, and encourage a sense of belonging and community involvement through the celebration of our culture and heritage.

AUTHOR VISITS AND PRESENTATIONS	
OBJECTIVE	Provide a space and host popular and special interest authors. The events are held in different formats, from Q&A to round the table discussions and encourages audience engagement, discussion and debate.
TARGET	<p>Primary: Adult readers with an interest in literature. Local authors.</p> <p>Secondary: Community members seeking social engagement and discussion.</p>
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings 2. Feedback from participants 3. Engagement in discussion and debate

CRICUT AND CRAFT CLUB	
OBJECTIVE	<p>Our Cricut and Craft workshops provide a safe and free place for attendees to learn about craft and new technologies such as Cricut and Sizzex machines.</p> <p>The workshops encourage social engagement and personal development while promoting Shire of Dardanup Library facilities, borrowing, outreach programs, and services.</p>
TARGET	<p>Primary: Adults with an interest in craft and social activities.</p> <p>Secondary: Adults with an interest in new technologies.</p>
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings and attendances 2. Feedback from participants 3. Engagement and discussion from attendees 4. Use and understanding of new technologies

GARDENING WORKSHOPS	
OBJECTIVE	<p>Our gardening workshops provide a safe and free place for attendees to learn about a range of horticultural and gardening techniques. They encourage discussion and debate based on information from an experienced presenter and support personal growth and development.</p> <p>The workshops also encourage social engagement promoting Shire of Dardanup Library facilities, borrowing, outreach programs, and services.</p>
TARGET	<p>Primary: Adults with an interest in gardening and social activities.</p> <p>Secondary: Adults with an interest in DIY and learning.</p>
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.

	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings and attendances 2. Feedback from participants 3. Engagement and discussion from attendees

INCLUSIVE LEGO AND CRAFT SESSIONS	
OBJECTIVE	<p>This craft and freestyle LEGO session to opportunities for people to meet and develop relationships with others.</p> <p>This program is open to anyone in the community and geared particularly toward customers with assistive needs and their carers as a safe and free space to engage socially.</p>
TARGET	<p>Primary: Community members with assistive needs and carers.</p> <p>Secondary: Community members seeking social interaction.</p>
PACE STRATEGY ALIGNMENT	<p>To increase the capacity of community groups to deliver their services and events.</p> <p>To encourage lifelong learning, resilience, and the sharing of knowledge.</p> <p>To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.</p> <p>To support people who are isolated and vulnerable</p> <p>To ensure equitable access to library services.</p> <p>To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.</p> <p>To deliver and encourage place-based activities and events that activate spaces and promote connectedness.</p> <p>To promote the library as a core, active and visible part of our community</p>
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of attendances 2. Feedback from participants 3. Level of social interaction

LOCAL AND FAMILY HISTORY WORKSHOP	
OBJECTIVE	<p>Monthly presentations to promote and support those investigating their family history. Provides opportunities to:</p> <ol style="list-style-type: none"> 1. Create a network of local people who are building their family stories and the stories of the Shire of Dardanup 2. Support participants to investigate the social history of the area to give context to their family story 3. Support Dardanup Heritage Collective by providing information and increasing awareness of history of the area 4. Encourage members of the community to become confident users of family history resources, especially on-line.
TARGET	<p>Primary:</p> <ul style="list-style-type: none"> - Adults who are researching local or family history <p>Secondary:</p> <ul style="list-style-type: none"> - Those who want to start researching family history - Students in high schools researching local / family history for school projects (with parental supervision) - Anyone interested in local history
PACE STRATEGY ALIGNMENT	To increase the capacity of community groups to deliver their services and events.
	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
	To encourage interest and exploration of Shire of Dardanup heritage and history
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings and attendances 2. Feedback from participants 3. Level of Local History awareness

Community Groups

As part of our adult library programming, Shire of Dardanup Library Services also offers a free meeting place for local community groups to come together. These groups are open to all members of the community to attend and provide for a greater range of interests within our community.

These groups are oriented to adults and are run on either a weekly or monthly basis.

- **Eaton Art Group:** a monthly topic is set and the attendees each interpret their own style to the topic.
- **Book Lovers:** this is a very organised group of ladies who love to read. They order book packs from the Eastern States and will have one book per month to read. They meet once a month to discuss the book in detail and to receive their next book to read.
- **South West Makers:** this group is all about creation and innovation. From 3D printers robotics to sewing and crochet. Anyone is encouraged to join.
- **Tuesday Craft:** a place for likeminded crafting ladies to work on their own crafting projects.
- **Bridge:** all players need to complete the beginner's course prior to joining this group. The Bridge game offers intellectual and social stimulation.

Technology and Digital Literacy

Shire of Dardanup Library Services was one of the first services to gain eSmart accreditation in Western Australia. Our Technology and Digital Literacy programming is developed to bridge the digital divide in our community while also encourage exploration and discovery with new technologies. Our programming is designed to facilitate lifelong learning, foster discussion, debate and innovation based on accurate and authoritative information, promoting accessibility for all users.

TECH FOR BEGINNERS	
OBJECTIVE	<p>This program follows the Australian Government Be Connected program and provides the opportunity for community members to have both access to and learn about technology. The program is designed to facilitate:</p> <ul style="list-style-type: none">• More job opportunities• Better Communication• New Media• Access to up-to-date news sources
TARGET	<p>Primary:</p> <ul style="list-style-type: none">- Seniors with little or no knowledge of modern technology.- Other community members with little or no knowledge of modern technology. <p>Secondary:</p> <ul style="list-style-type: none">- Community members interested in learning more about modern technology.

PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To increase ease of access to community services, events and programs
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings and attendances 2. Feedback from participants 3. Level of understanding and engagement

YOUR ONLINE LIBRARY AND ERESOURCES	
OBJECTIVE	<p>To provide awareness and assistance to patrons to access the free online library resources available to all members.</p> <ul style="list-style-type: none"> • eBooks • eAudiobooks • eFilm • eMagazines
TARGET	<p>Primary:</p> <ul style="list-style-type: none"> - Adults wanting access to Library eCatalogue and eResources. <p>Secondary:</p> <ul style="list-style-type: none"> - Adults interested in literature - Members of the community interested in new technologies - Customers wanting access to a larger variety of materials.
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To increase ease of access to community services, events and programs
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To support people who are isolated and vulnerable
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.

	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings and attendances 2. Feedback from participants 3. Number of eCheckouts and eHolds

TECH 20 HELPDESK	
OBJECTIVE	Provides customers with a 20 minute, one-on-one session with library staff to help with queries about technology. Enables a closer and more focused learning environment and approach.
TARGET	<p>Primary:</p> <ul style="list-style-type: none"> - Community members with little or no knowledge of modern technology. - Community members wanting access to Library eCatalogue and eResources. <p>Secondary:</p> <ul style="list-style-type: none"> - Community members interested in learning more about modern technology.
PACE STRATEGY ALIGNMENT	To encourage lifelong learning, resilience, and the sharing of knowledge.
	To increase ease of access to community services, events and programs
	To provide events, programs and services that are accessible, inclusive and encourage cultural awareness and diversity.
	To support people who are isolated and vulnerable
	To ensure equitable access to library services.
	To deliver and support a calendar of Shire wide events and programs that appeal to diverse demographics.
	To deliver and encourage place-based activities and events that activate spaces and promote connectedness.
	To promote the library as a core, active and visible part of our community
KEY INDICATORS	<ol style="list-style-type: none"> 1. Number of bookings and attendances 2. Feedback from participants 3. Level of understanding and engagement

Programming for the Future

While our programming has been designed to cater for as many people in our community as possible, there are some holes. The recent Community Scorecard responses have highlighted this further, particularly in relation to our programming for high school aged children. While our current programming does include activities that cater for this age group, our service needs to more explicitly target this group with events and programs to suit directly.

Additional to this, our programming needs to be made available to everyone in our community. We have taken steps to move outside the library with Story Time in the Park and also our library delivery service, however, a program with a stronger focus on external events and activities needs to be developed integrating Burekup and Dardanup in particular.

Young Adult Programs

As noted above, the Young Adult demographic has been highlighted in library and community surveys as a group who are underserved by our library. Unfortunately our location as a part of Eaton Community College works against us in many ways as students are reluctant to return to their school during their own free time. However, the move to new locations provides an opportunity to target and engage with this demographic in a meaningful way through our programming. The inclusion of new technologies such as virtual reality gaming machines and a 3D printer will create programming opportunities that will directly entice this age group to engage with the library. Furthermore, other programs currently being run including LEGO club and arts and crafts workshops will be developed to target this age group specifically.

Library in the Community

Our new interim library facility is a smaller space than what we currently require however this in itself creates an opportunity for our library programs to move out and beyond walls of our branch locations. In addition to the continuation of our Story Time in the Park program our events will be utilising other venues around the Shire of Dardanup. This will include more programming in Dardanup and Burekup communities themselves using the hall and parks. These pop-up events will cater for all demographics.

Promotion and Communications

Our communications and promotions will also extend to utilising more channels. Currently the bulk of our promotion is run through our online tools including social media and web, however, more traditional tools will also be used. This will include community radio, press advertising, and posters. We will also be utilising our own services such as library deliveries to promote our programs and events throughout the community.

Looking to the Future

Through our library goals and meeting key strategic community objectives, Shire of Dardanup Library Services continues to provide traditional library services for the community. However, the growing demands for accessibility and the opportunities and challenges of the digital age highlights the need for new strategies and services to be made available.

Our short term focus, therefore, is to continue building on our current services to provide a more accessible library for our community. This will include moving beyond the library walls and going out into our community through the continuation of our delivery service, participation at local events and more expansion of our programs and activities. We will also continue to develop our current programs and use them to engage in a more meaningful way with our community. Furthermore, by incorporating local history programming into our monthly timetable we hope to build a group of interested volunteers who may assist with the development of our local history collection for the future. We will remain a strategic part of the South West Library Consortia (SWLC) and One Library System and continue to build ties with neighbouring library services and local government organisations.

The expected move to new facilities will eliminate the current squeeze from Eaton Community College and open up new opportunities and new patronage from customers in Eaton. The establishment of a maker space will also enable the library to provide more resources for our community to learn and use new technologies as they become available.

Over the next two to five years, we will look to develop our service by incorporating RFID and self-checkout kiosks. This will enable staff to provide better assistance with technology and reader's advisory, build on our programs and offer more opportunities to bridge literacy gaps in our community, including digital literacy and early childhood literacy. We will also be looking to build on our local history collection which will require a more focused effort to build awareness in both the community and stakeholders within the Shire of Dardanup.

References

- *Vision 2025 and Framework for Strategic Action for Public Libraries Western Australia* available from <https://www.cacwa.org.au/documents/item/357>
- State Library of Western Australia statistical data and averages available from <https://www.slwa.wa.gov.au>
- National and State Libraries Australasia statistical data and averages available from <https://www.nsla.org.au/resources/annual-australian-public-library-statistics>