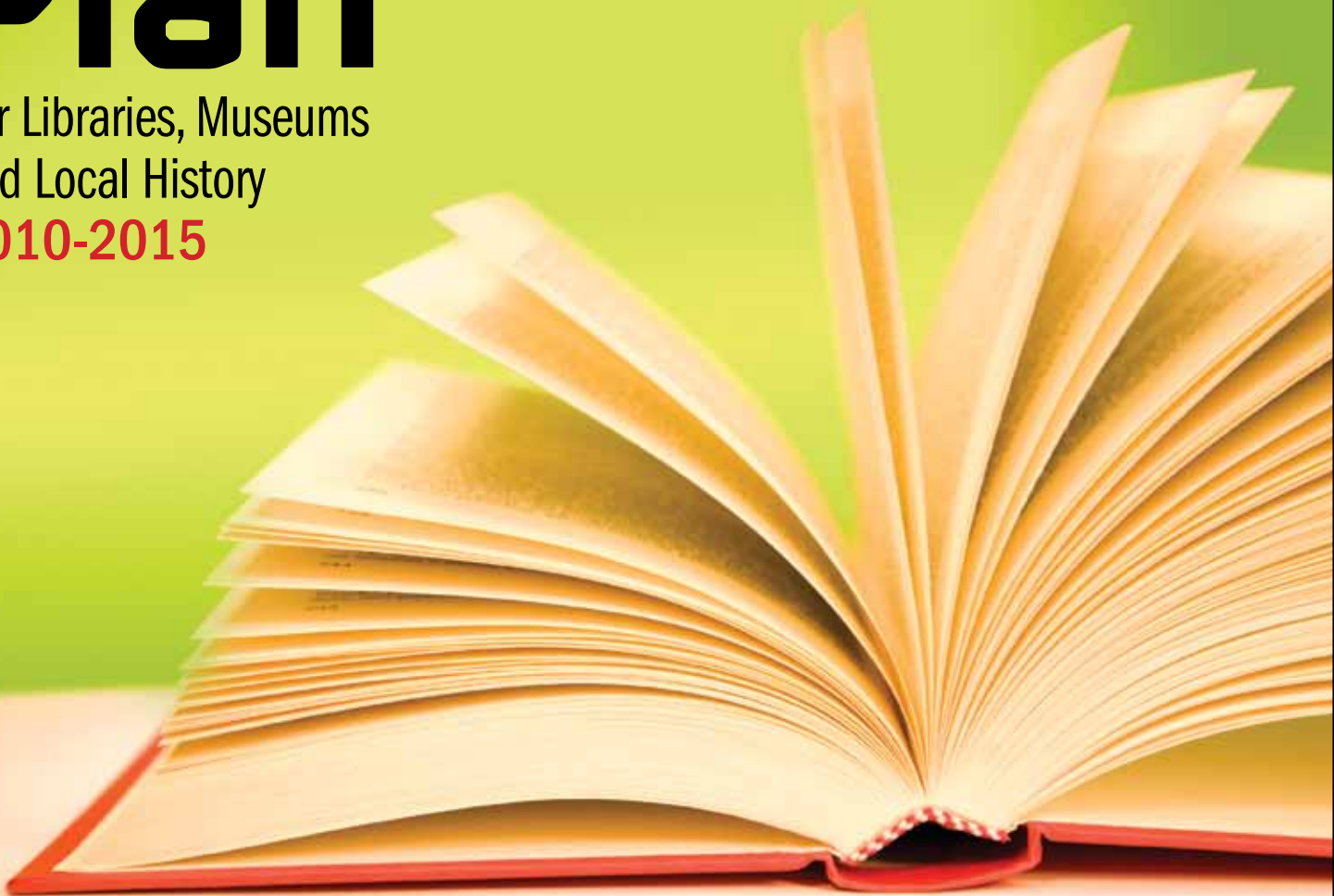


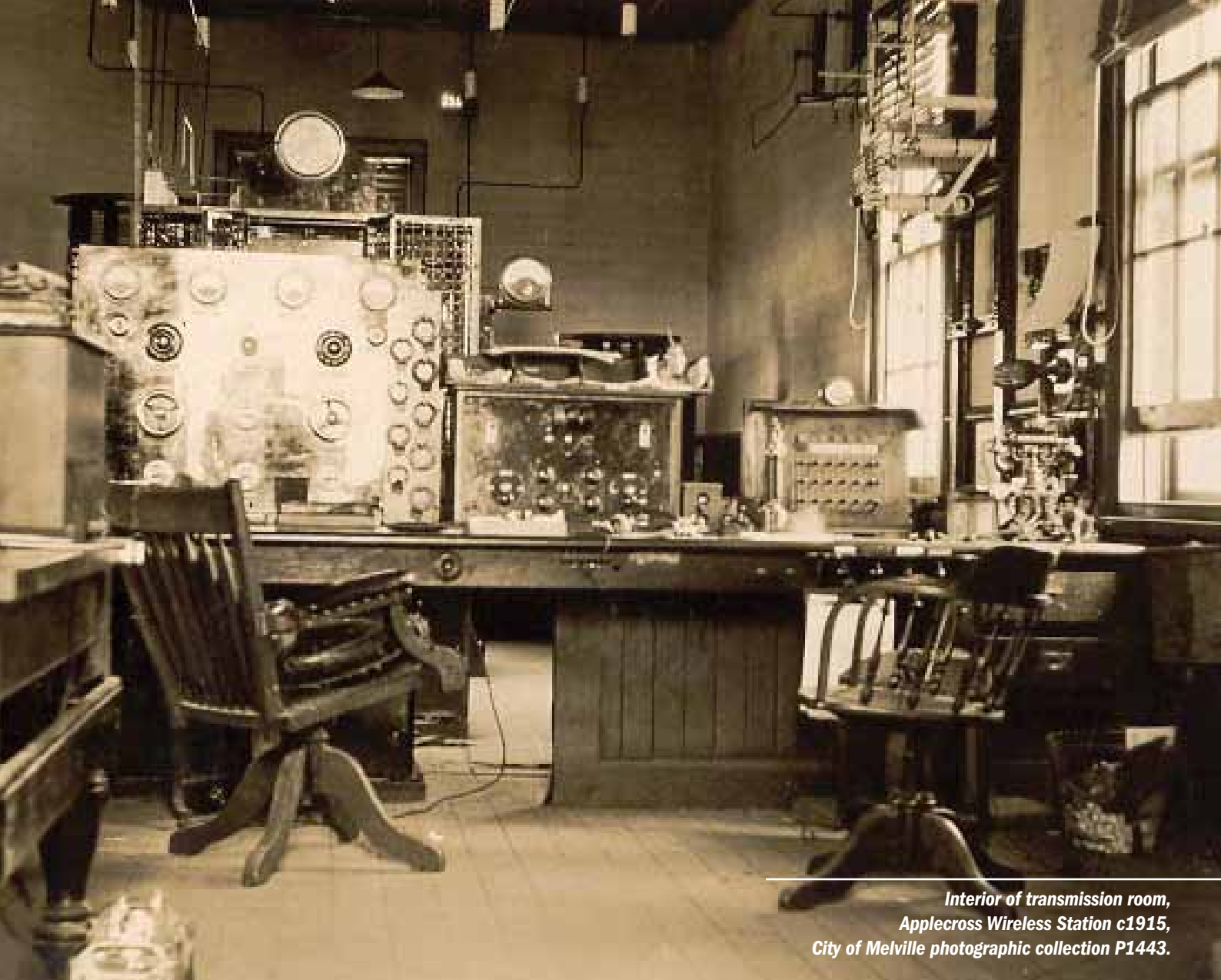


City of
Melville

Future Plan

For Libraries, Museums
and Local History
2010-2015





*Interior of transmission room,
Applecross Wireless Station c1915,
City of Melville photographic collection P1443.*

There were **866 volunteer hours** spent on
Museums and Local History
in 2009/2010.

Future Plan

For Libraries, Museums and Local History

2010-2015



Message from the Mayor

To create the *Future Plan for Libraries, Museums and Local History*, the City of Melville used a number of consultation strategies to find out what you would like to see in the future for some of your most highly valued community services. Over 2,000 people participated in this consultation to assist in creating a future vision through community forums, online surveys and phone surveys.

With the City's five libraries attracting over 800,000 visits a year and loaning more than one million items a year, it is imperative that we stay relevant to what you would like to see in the future. The *Future Plan* takes on your feedback so the City can continue to provide services that are of value to you.

The City of Melville has ensured the *Future Plan* is aligned with both National and International trends including outcomes such as: social interaction, entertainment, cultural enrichment, learning and education. This means you can look forward to spending time in a space that is a meeting place, where you can have fun, be informed and learn from both traditional and technological perspectives. As referenced by well known Library expert Mr Robert McEntyre in a recent paper titled *Innovative, Nimble, Collaborative Community Partnerships; Australia's 21st Century Community Library Services Model*, library outcomes are considered significant to Australia's economic, social, cultural and environmental sustainability.

Over the next five years you will begin to notice a range of changes, some fairly quickly, such as changes to opening hours and more accessible shelving. You will notice an improved look, layout and furnishings to provide a welcoming 'lounge' feel. In line with your suggestions, we will also work towards creating some quiet spaces as well as some spaces for interactive programs. The City will offer wireless internet in all libraries before the end of 2011 and will encourage you to enjoy a coffee in the library to complement your experience. There will also be a range of improvements that you may not be able to see, such as freeing up staff to provide other services you have told us you would like, including: downloadable media resources, e-books and magazines.

The City will look at ways to improve the profile and accessibility of our museums and is currently engaging the services of museum specialist consultants to research the Wireless Hill site. This will result in an Interpretation Plan that includes both the museum and surrounding park. A feasibility study will also be undertaken to investigate the possibility of relocating the Melville Discovery Centre to the A.H. Bracks Library site in Melville.

Thank you for working with us to create this plan for the future. Please continue to share your ideas and comments with us as you see the changes being implemented over the next five years.

Russell Aubrey

Mayor
City of Melville



**A.H. Bracks Library, Bull
C**

What Did You Tell Us?

In libraries, you told us you want more:

- Downloadable e-media resources, including: e-books, magazines and audio books.
- Current books and magazines (whole collection).
- Adult book clubs, discussion groups, author talks and community talks.
- Wireless internet.
- Extended opening hours (Wednesdays and Saturday afternoons).
- Activities to encourage children to come to the library and extended early childhood programs.
- Items on your loan limit.
- Accessible shelving (lowest shelves were disliked)
- Technology tuition (Your Tutor; computer lessons)

You told us your major concerns with libraries were poor layout and the need for designated quiet zones.

In museums, you told us you want more:

- Funding
- Exhibitors and activities
- Opening hours
- Museums in community hubs like libraries
- Higher profile
- Displays - more often and open - Wireless Hill

You told us your major concerns for museums were: the lack of opening hours for Wireless Hill; the location of the Melville Discovery Centre; the wish for more content online and more active and exciting exhibitions e.g. virtual.

What Will We Do?

In consideration of all of the feedback received, the City has created some key priorities and a list of positive changes we will implement straight away. This is followed by a more comprehensive strategic framework outlining how the *Future Plan* will be implemented over the next five years.

Key Priorities

NOTE: These priorities will be worked on concurrently throughout the five years.

Key Priority 1: One System Approach to maximise efficiencies and provide sustainability to the Libraries, Museums and Local History Service.

Key Priority 2: Redeveloped Library Facilities will provide modern, zoned spaces that can offer both quiet and vibrant areas for flexible delivery of programs and services.

Key Priority 3: Review of Museum and Gallery Facilities will include the Wireless Hill Master Planning process and focus of the Museum, as well as the Melville Discovery Centre and Heathcote Museum and Gallery.

Key Priority 4: Collection Development will include improving the library collections, the way they are displayed and organised, and the introduction of downloadable resources, as well as a review of museum collections and collection processes.

Key Priority 5: Building community connections and engagement with neighbourhoods and on the web, will provide increased community learning opportunities and volunteering, and engagement with the Libraries, Museums and Local History Service.

The City of Melville has five libraries:
**Creek Library, Canning Bridge Library,
Civic Square Library and Willagee Library.**

*The Quod Project exhibition by Tania Ferrier,
Heathcote Museum and Gallery 2011.
Photograph by Pascal Veyradier.*



There were
7,552 visits
to Museums and Local
History in 2009/2010.

The City of Melville's
Museums and Local History services include

**local history,
exhibitions, reference,
public programs,
tours** and
collection development.

52%

of households in
the City of Melville
have at least

one library member.

12,000 children
participate in story time
each year.



The City of Melville's
libraries have
800,000 visits
per year and
1,020,000 loans
per year.



Positive Changes You Will Start to See

- Wireless internet
- Increased loan limit
- Analysis of opening hours
- Coffee vending machine trial
- Collection analysis and development
- YourTutor online tutoring service
- Additional online subscriptions
- Upgraded furniture and equipment
- Shelf-ready stock
- Themed library spaces
- Community spaces
- eNewsletters
- Staff working across both Libraries and Museums

Our Future

This is an outline of the more comprehensive strategic framework outlining how the *Future Plan* will be implemented over the next five years.

Our Vision

City of Melville Libraries, Museums and Local History Service will:

- Enrich Lives
- Connect People, and
- Celebrate Culture

Our Objective

To develop a strategic framework for the Libraries, Museums and Local History Service that identifies sustainable outcomes and strategies to deliver services to the community efficiently and equitably.

Our Mission

Our mission is to build community connectedness, identity and lifelong learning through a sustainable, engaged library and cultural service.

Outcomes

Our Community	Our Staff	Our Systems/Technology	Our Governance
Community that participates in creative, cultural and learning activities.	Vibrant, customer focused, skilled, flexible staff with a one team culture.	Our systems and technology are innovative, consistent and sustainable.	Accountable and efficient governance and financial management.

Key Strategies

Outcome	Key Strategies	In five years
Community that participates in creative, cultural and learning activities.	Cultural services building community capacity.	Our community will actively participate in our libraries and museums; we will have relevant collections in place and will be delivering more services online from the Libraries, Museums and Local History Service. Our key measures of success will be: · Increased visits / members / loans · Increased participation rates for programs / activities
	Develop diverse public programs for a wide audience.	
	Develop relevant collections that reflect the community.	
	Deliver services online.	
	Delivering in partnership with our community. Recognised, visible and valued.	
Vibrant, customer focused, skilled, flexible staff with a one team culture.	A culture of learning where staff are skilled and confident in their roles.	The Libraries, Museums and Local History Service will be operating under a relevant operational structure, with a one service approach, by a skilled, vibrant and confident team. Operational structure in place. Increase in skills / training.
	A safe, healthy work environment.	
	A culture of innovation, flexibility and team orientated.	
	Systems, policies, and processes for staff empowerment and management.	
Our systems and technology are innovative, consistent and sustainable.	One service approach for our policies, procedures and processes.	Our user friendly systems and technologies will deliver continually improved services, innovation and access for our community and staff. Key Performance Indicators: · Customer satisfaction · Increase in loans · Increase in members · Increase in visits
	Maximise the effectiveness of our Library Management System and Museum Collection Management System.	
	Creating a culture of continuous improvement in all that we do.	
	Develop strategic relationships and partnerships with other agencies to strengthen services.	
	Maximise opportunities in delivering through new, innovative technology.	
Accountable and efficient governance and financial management.	Efficient development of strategic directions and deployment of strategies.	A sustainable, appropriately funded Libraries Museums and Local History Service with robust, meaningful strategic, operational and management plans in place.
	Effective capture and analysis of data to inform our decisions, direction and reporting.	
	Effective financial management.	
	Compliance with industry and organisational standards.	

The City of Melville has three museums:

Melville Discovery Centre,

Heathcote Museum and Gallery

and

Wireless Hill

Telecommunications Museum.



32,000 items

are delivered to people unable to attend the library

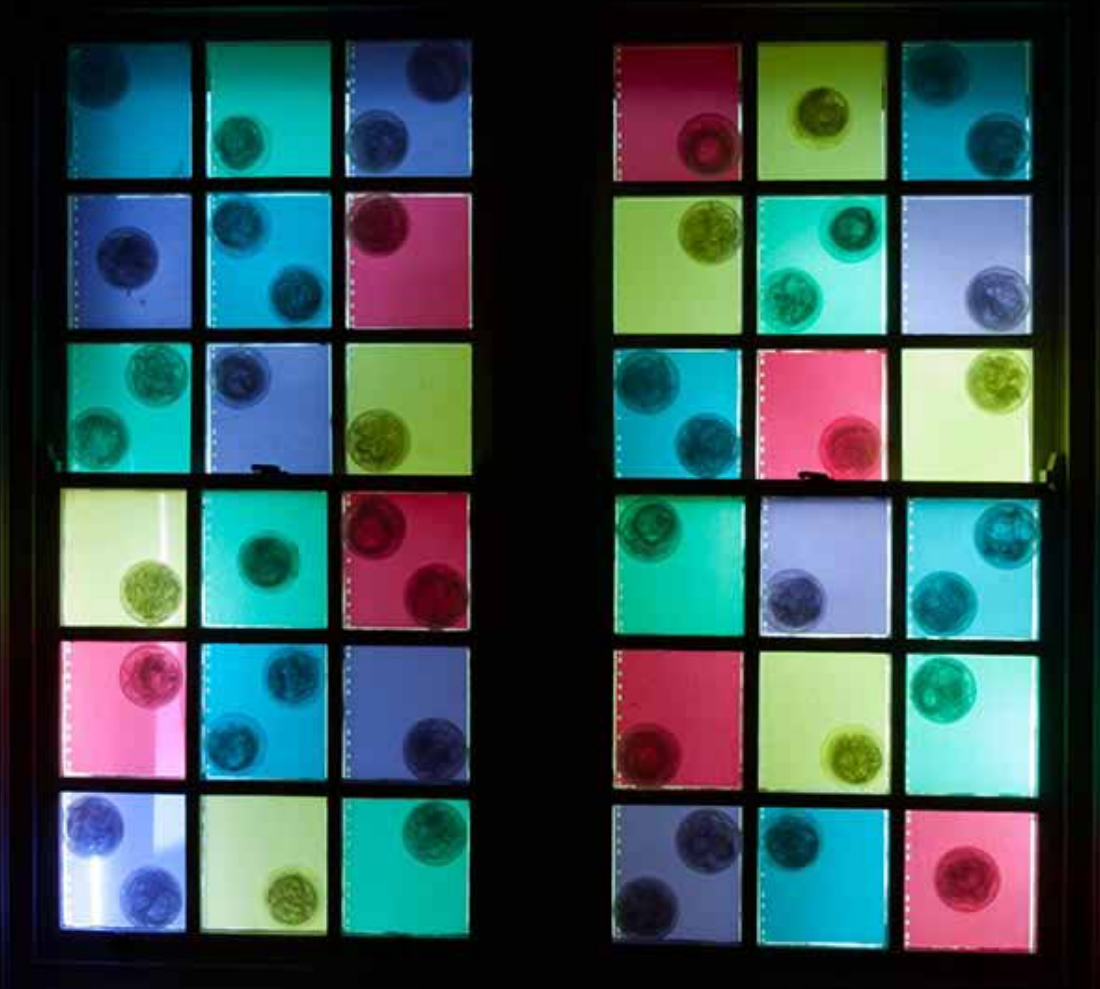
each year.

How Will You Know We Are Delivering On Our Commitment?

- The City of Melville will keep you informed throughout the five years as we implement changes within the *Future Plan*.
- The City will record more people in the library across all age groups, genders and cultures.
- You will experience improved and increased online services, including wireless access.
- You will be able to participate in more activities, including greater turnover of exhibitions at Museums, and we will record increased usage.
- You will notice new vibrant, modern layouts for library buildings, including the provision of quiet zones and less bottom shelves for specific collections.
- You will be able to experience the museums more often as our online presence is increased and opening hours are reviewed.
- We will tell you about our new partnerships and community outreach for the Libraries Museums and Local History Service;
- You will see physical changes in our Libraries with updated furniture and equipment that provides for different experiences.
- Young people will have more opportunities for interaction and education through online programs like YourTutor and partnerships with schools.



*Wireless Hill Telecommunications Museum radio display 2009.
Photograph by Tom Rovis-Hermann.*



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*Window dressing, Plasticity exhibition by Dawn Gamblen and Minaxi May,
Heathcote Museum and Gallery 2010. Photograph by Pascal Veyradier.*

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Tel 133 677 (TTY) 1300 555 727 (speech relay) www.relayservice.com.au

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