

# Library Plan

## 2025-29



**DRAFT**  
April 2025

**CONNECTED  
LIBRARIES**

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# Acknowledgements

## Acknowledgement of Country

Connected Libraries acknowledges the Bunurong, Boonwurrung, and Wurunjeri People of the Kulin Nation as the Traditional Owners of the land on which we work and serve. We pay our respects to their Elders, past and present, and we recognise their deep cultural, spiritual, and historical connection to this land. We are committed to walking alongside Aboriginal and Torres Strait Islander communities in the spirit of respect, self-determination, and collaboration, honouring their ongoing contributions to the region's identity and heritage.

As part of our Reconciliation Action Plan (RAP), we are dedicated to continuing our work in partnership with Aboriginal and Torres Strait Islander communities, ensuring that our actions align with the values of respect, equity, and empowerment.

## Commitment to Diversity, Gender Equality and Inclusion

Connected Libraries is dedicated to creating a space that values and reflects the diversity of our community and our team. We are a welcoming and accessible place for all, recognising that representation matters and that every person should feel included, respected, and valued.

We work to ensure that gender, culture, ability, age, and background are celebrated as part of our collective strength and we are committed to gender equality in the provision of library services and programs for the Casey communities. By fostering connections and championing diversity, we enrich our community.



# Foreword

Connected Libraries is a large public library service in Victoria's south-eastern growth corridor. Funded by the City of Casey and the Victorian State Government, we support a rapidly growing and diverse community. We are a trusted community resource recognised for building connections and empowering people to achieve their potential.

As we plan for the future, Connected Libraries remains committed to connecting, learning, and building an inclusive community. We recognise the challenges ahead: limited resources, a fast-growing and diverse population, and finding a balance between daily service demands, while investing resources in growth and renewal. Our library staff are essential in achieving success, as we adapt and grow with our community, challenging concepts of what a library can be.

Over the next four years, we will build on this strength by embracing opportunities to increase accessibility and community connection. We'll pursue new funding, deepen partnerships with local groups, and expand outreach to ensure all community members, especially those facing barriers, can join our programs. We will also focus on creating spaces that celebrate our community, supporting social interaction and reducing loneliness.

Our library plan aligns with the UN Sustainable Development Goals, the IFLA Strategy and the ALIA Standards. Inspired by innovation and imagination, we will explore new technologies, digital access, and creative programs to make our services welcoming and accessible to everyone. Our goal is to empower both staff and community members to explore, learn, and grow. Connected Libraries will continue to be a trusted place where people come together, share new ideas, and champion lifelong learning for all.



**Chair:**  
**Penny Holloway**

A handwritten signature in white ink on a teal background, which appears to be "P Holloway".



**CEO:**  
**Beth Luppino**

A handwritten signature in white ink on a teal background, which appears to be "BLuppino".

# Our Community

**Area**



Land size =  
**409.2**  
square kilometres

**Population**

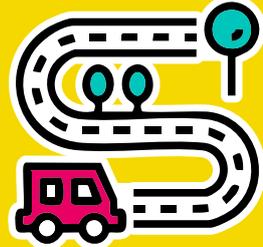
Population  
**392,110**  
(Regional Population Growth, Australia - 3218.0 ABS, Revised Mar 2024).

Our population is **estimated to exceed 593,496** by 2041.

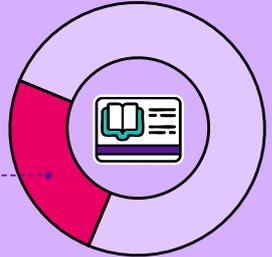


**Transportation**

**66.7%** of working residents **travel outside of Casey to work**



**Library Membership**



**A quarter** of City Casey residents are library members

**Families**



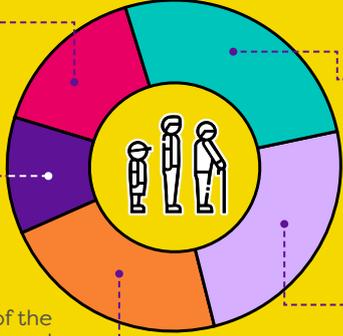
**63.8%** of people aged 25 to 54 years were in couples with children.

**Carers**

**12%** of Casey residents provide care to a person living with a disability, health condition or due to old age.



**Age**



**15.4%** were aged **60 years and over**

**11.3%** **50-59 years**

**22.3%** of the population was aged between **35-49 years**

**26.6%** of the population was aged between **0 and 17 years**

**24.3%** **18-34 years**

**Place of Birth**

Casey is one of the most culturally diverse LGAs in Australia. More than **two thirds** of residents have at least one parent born overseas.

In 2021,  
**42.1%** of Casey people were **born overseas**.



**Visits**

Average of  
**30,000**  
**visits** each week to our libraries and digital branch.



**Languages**

In Casey **41.8%** of people used a **language other than English at home** in 2021.

Key languages include Punjabi, Sinhalese, Hazaraghi, Mandarin, Persian/Dari, Hindi, Tamil, Filipino/Tagalog, Malayalam and Arabic

In 2021, **40.9%** of children aged 0 to 4 years in the City of Casey **spoke a language other than English** at home.

Casey has the **second largest** Aboriginal and Torres Strait Islander people in Greater Melbourne (approximately 2,845 Aboriginal and Torres Strait Islander people call Casey home).



# Connected Libraries

## Vision

Inspiring spaces where everyone is free to discover possibilities.

## Mission

To encourage lifelong learning, increase literacy and build strong, resilient communities across the Casey region.

## Values and Guiding Behaviours

### Connection

We create spaces where people feel that they belong. We find ways to share our common humanity, interests and passions. We strive to be fully present and intentional in our interactions with others.

### Creativity

We love learning and trying new things. We challenge the status quo if we believe a better way is possible. We support different ideas and allow others to give things a go.

### Enrichment

We look for ways to empower others to learn and participate. We strive to provide experiences that enhance the quality of a person's day and life. We provide opportunities for people to explore what is possible.

### Humour

Humour helps us to connect with each other. We like to laugh, bringing smiles to other people. We use humour to break down barriers and create a positive experience for everyone.

### Kindness

We are mindful of people's feelings. We are kind and compassionate and look for the best in others. We are accountable for our own behaviour and appreciate the differences in others.

### Teamwork

When we all contribute we excel. We play to each other's strengths. We can achieve our goals together.

## Our Purpose

We are dedicated to empowering and connecting our community by providing accessible resources, dynamic programs, and inclusive spaces that promote learning and opportunities for social connection. Our purpose is to inspire curiosity, foster community engagement, and offer trusted access to information, supporting people of all ages in their personal and collective journeys. We believe in creating spaces that are welcoming, educational, and engaging, and our diverse services are designed to meet the evolving needs of the communities we serve.



## Our Principles

- We build strong relationships, with our communities, our partners and our teams.
- We create welcoming spaces and experiences that bring people together.
- We embrace and celebrate diversity.
- We commit to gender equality designing services that empower and include everyone.
- We champion innovation and creative solutions.

# Plan on a Page

## Vision

Inspiring spaces where everyone is free to discover possibilities.

## Mission

To encourage lifelong learning, increase literacy and build strong, resilient communities across the Casey region.



## Purpose

Empowering and connecting people by providing resources, digital services and programs to meet the information, recreational, educational, business, economic and cultural needs of the diverse communities of our region.



# STRATEGIC OUTCOMES

## STRATEGIC OUTCOME 1

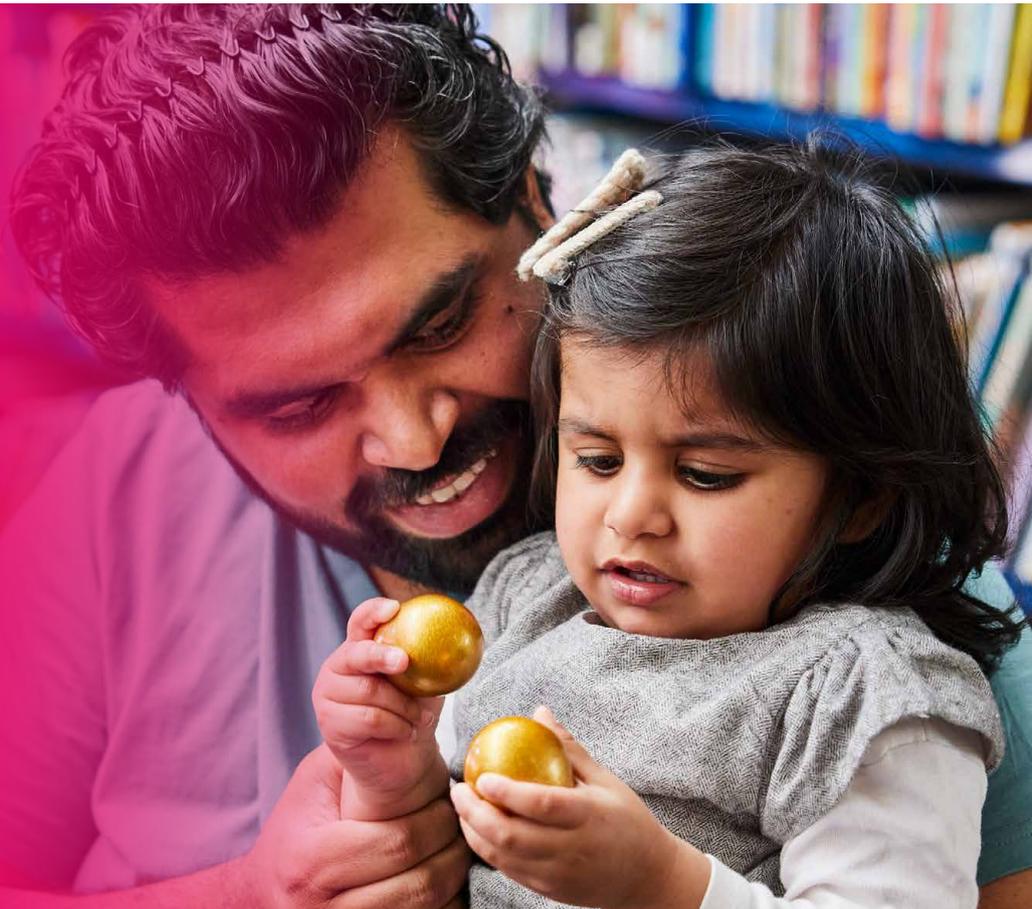
# Discovery and Learning

We empower our community by providing diverse, equitable access to trusted information, knowledge, and technology. We inspire creativity, foster a love of reading and provide opportunities to build a wide range of literacies.

Our collections reflect the evolving needs and diversity of our community offering a foundation for growth, curiosity, and lifelong learning.

“

I love the variety of ways in which I can utilise the library, from audio books, movies and TV to books, to a space to study or meet with friends to a quiet space to read or where you can charge your devices.





## Key objectives:

**Provide diverse and inclusive resources:** Ensure our physical and digital collections reflect the rich local history, diversity, and current needs of our community, supporting equitable access to accurate information and knowledge.

**Develop digital and technology skills:** Deliver programs and resources to encourage responsible and effective use of existing and emerging technologies.

**Foster a love of reading:** Provide easy access to reading material (for information and recreation) to promote a love of reading and support the development of literacy.

## Core priorities:

- Expand our collections in response to community demand, and principles of sustainability.
- Provide essential technology, internet access and digital literacy support to offer opportunities to explore and benefit from emerging technologies.
- Provide tools and technologies that foster literacy, learning and a love of reading for children, young people and adults.
- Digitise and promote Local History and heritage collections, to preserve and celebrate the region's cultural legacy.
- Develop our community language collections to reflect the cultural diversity of our region.

## Success looks like:

- Staff are skilled in exploring and delivering technology programs.
- Increased use of physical and online library collections.
- Increased community confidence in the use of technology.
- Increased participation in reader development programs.
- Increased library membership.

# Stronger Connections

We strengthen the health and wellbeing of our community by creating opportunities for connection and inspiration through a diverse range of programs and activities.

We address social isolation by actively engaging with our community and provide inclusive spaces where people come together to connect, learn and thrive.

By partnering with others, we extend our reach and bring greater diversity to our offering.

“

**It is a nice space to come and study/work. Being around people helps me feel a bit more connected even if I don't interact with anyone.**





## Key objectives:

### **Create opportunities for connection:**

Design and deliver programs and events where people are valued and included whilst providing shared experiences for learning, creativity, and relationship-building.

**Enhance health and wellbeing:** Deliver programs and services that promote health and wellbeing outcomes.

**Develop partnerships that amplify our impact and bridge gaps to essential information:** Collaborate with external groups, offering shared resources and support to empower diverse community groups and expand our reach.

**Connect community to topical information:** Engage external subject matter experts - bridge gaps in access to essential services, such as healthcare, employment, legal aid, and social services.

## Core priorities:

- Collaborate with Council, health, employment, legal and social services to address informational needs across the community.
- Review the impact and reach of our services.
- Design and implement programs that strengthen community connection, foster cultural harmony, and support intergenerational engagement.
- Raise awareness and advocate for key community challenges and needs.
- Partner with external organisations to deliver workshops and programs to support community education.
- Reach out to non-users, promoting the benefits of library engagement to inspire broader community participation.
- Expand our services to underserved areas, aged care facilities and community groups.

## Success looks like:

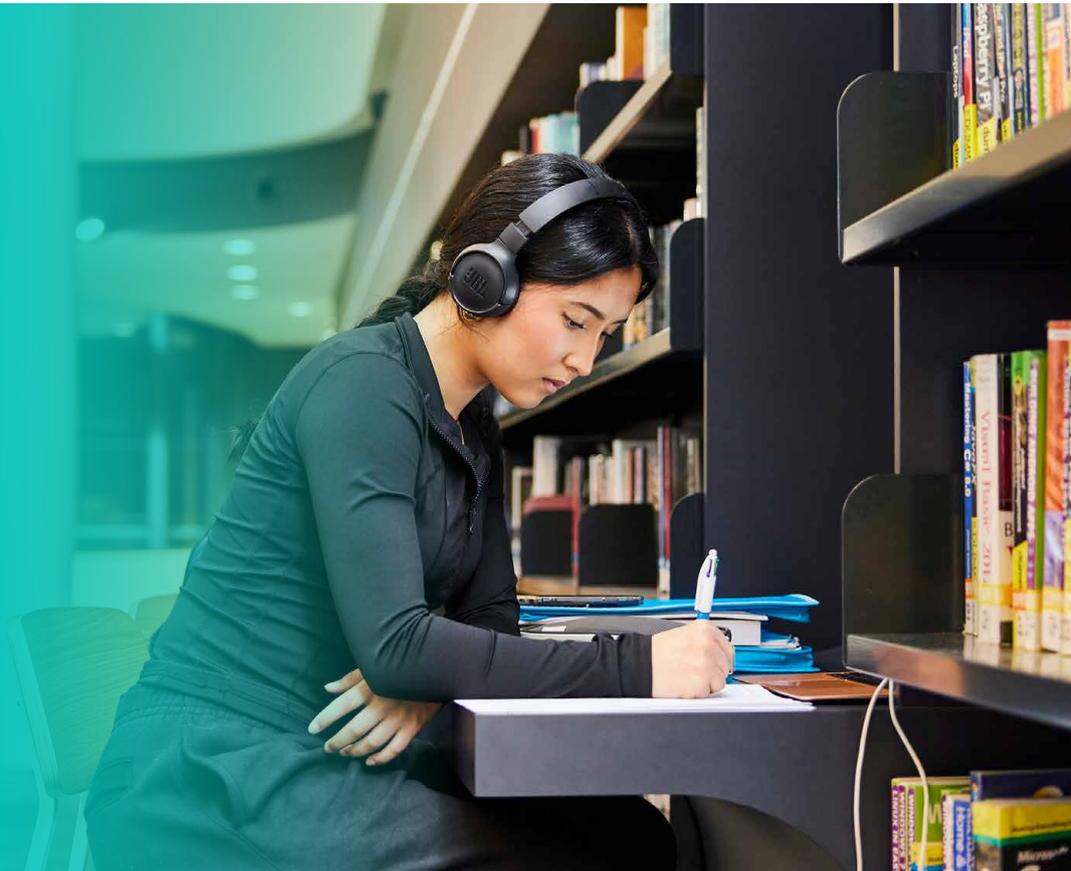
- Healthy and well-informed communities.
- Community involvement in shaping our services.
- Meaningful partnerships that deliver results.
- Vibrant, activated spaces.
- Relationships with community in underserved areas.
- Increased library membership.

# Dynamic Spaces

We design and maintain adaptable service models that reflect the needs of our community, both physically and digitally. Our spaces foster connection, creativity, learning, and collaboration while ensuring accessibility and inclusion. Our outreach services extend beyond the fixed library branches enabling us to meet people where they are.

“

Library staff are by and large, amazing - helpful, welcoming, knowledgeable. I love the atmosphere in libraries - it's cosy, like walking into a hug.





## Key objectives:

### **Create dynamic spaces:**

Provide flexible library spaces to support lifelong learning, creative activities, social connection and innovation.

### **Enhance digital library environment:**

Create a gateway to a vibrant digital learning environment.

### **Prioritise accessibility of our spaces:**

Enhance inclusivity and ease of access across all spaces and platforms.

### **Expand our reach:**

Deliver services in new locations, such as community hubs, new housing estates and retail precincts to meet people where they are.

## Core priorities:

- Create adaptable spaces that meet the needs of local community priorities.
- Expand service delivery points to enhance convenience and access.
- Design digital and physical spaces that go beyond current accessibility standards, providing inclusive and user-friendly environments for everyone.
- Integrate maker/creator spaces thoughtfully, balancing innovation with financial sustainability.
- Ensure the library website and online platforms provide seamless access to collections and services.

## Success looks like:

- Increased usage of physical spaces, online platforms, and outreach services.
- Positive community feedback on accessibility, inclusiveness, and customer experience.
- Increase participation and attendance rates at community events and programs.
- Increased service for growing suburbs in the region.
- Contemporary library service points that meet community needs.

## STRATEGIC OUTCOME 4

# Outstanding People and Performance

Our workforce mirrors the diversity of our community and fosters continuous learning and professional development to meet evolving needs. Our culture is vibrant and inspiring, where passion and creativity is valued and encouraged.

We are guided by strong governance and compliance frameworks to support sustainable growth and operational excellence. Through benchmarking against industry standards, evaluating programs, and focusing on developing local skills, we ensure our services remain relevant and impactful. This approach positions us to meet current demands while preparing for the future.

“

I love how welcoming the staff are to me and my therapy dog. The staff have created a safe, warm, friendly environment that we love to visit.





## Key objectives:

**Continuous learning and development:** Implement regular professional development and learning opportunities for our team to meet evolving service needs.

**Employer of choice:** Employ, retain, and support a workforce that reflects the diverse backgrounds and experiences of our community.

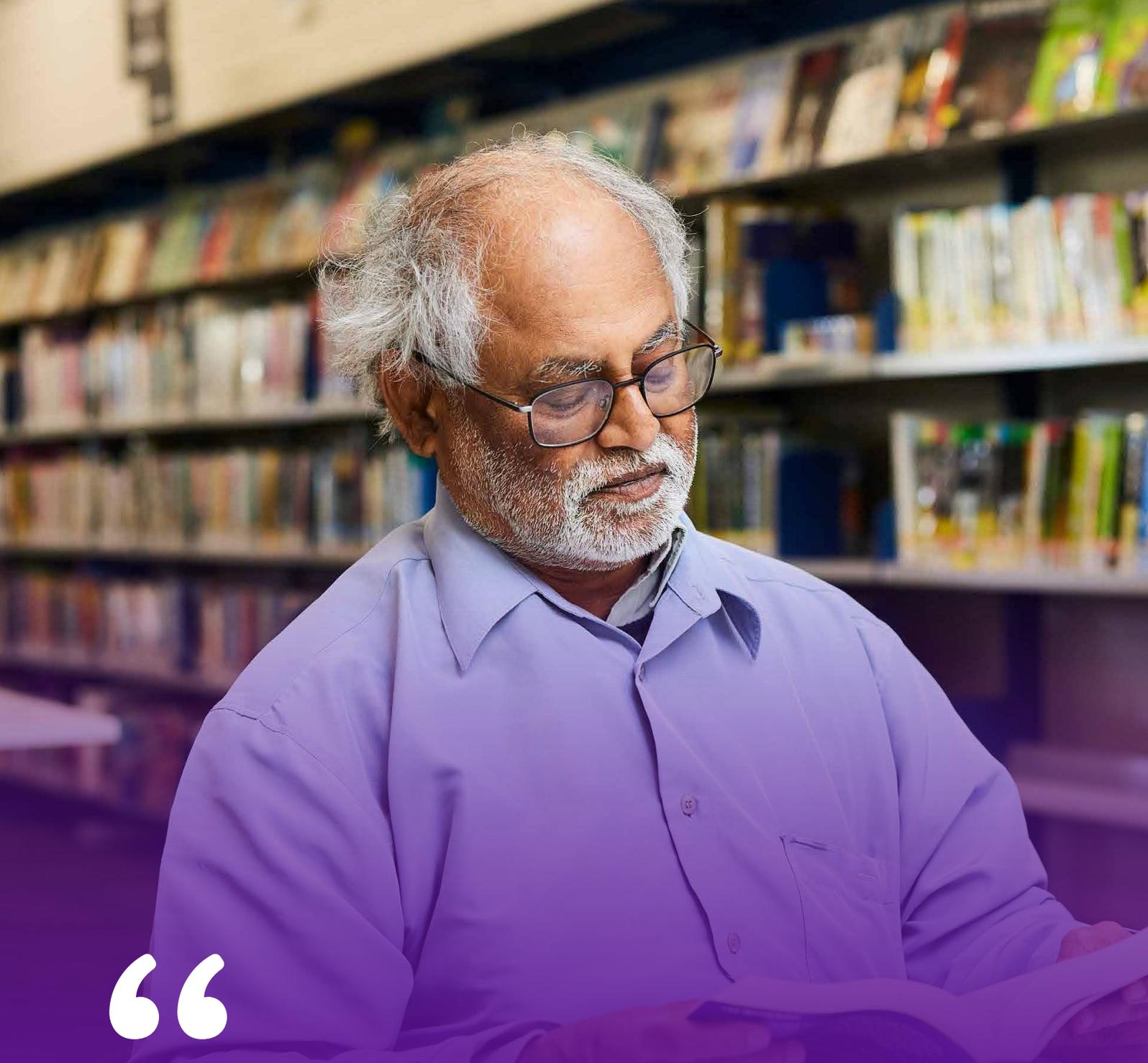
**Operational Excellence excellence:** Deliver strong governance, regulatory and compliance practices and benchmark our services against industry standards to continuously improve our performance.

## Core priorities:

- Build an adaptable workforce to meet the changing needs of service delivery.
- Foster diversity in our staff and volunteers.
- Prioritise staff health, wellbeing and workplace safety.
- Work with sector partners to deliver statewide library initiatives.
- Implement updated and emerging governance, regulatory and compliance standards.

## Success looks like:

- Confident and capable workforce.
- Growth in staff diversity, ensuring a rich and varied mix of perspective, skills and experiences.
- Positive staff culture and high staff retention rates.
- Meeting governance, regulatory and compliance standards.
- Community values our services.
- Achievement of annual goals and performance targets.



“

**Libraries are very important for new arrivals to Australia. It is very useful to be able to go to a physical location and get information about other services as necessary and read books and magazines in your mother tongue.**

# The UN Sustainable Development Goals (SDGs)

Connected Libraries 2025-2029 Library Plan aligns with the following UN Sustainable Development Goals (SDGs):

**SDG 1: No Poverty** – By providing free access to information, programs, and technology, we offer community members, especially those with limited resources, valuable opportunities to improve their lives through learning and skill development.

**SDG 3: Good Health and Well-being** – By creating inclusive spaces and programs that reduce social isolation and support well-being, we promote both physical and mental health within our community and teams.

**SDG 4: Quality Education** – Through diverse learning opportunities and digital literacy programs, including responsible AI use, we support lifelong learning and educational access for all ages.

**SDG 5: Gender Equality** – Offering safe, welcoming spaces and programs tailored to varied community needs, the library advances gender equity and inclusive access.

**SDG 8: Decent Work and Economic Growth** – we support economic growth by enhancing job readiness through digital literacy and skills training programs, thereby helping community members gain and sustain employment.

**SDG 9: Industry, Innovation, and Infrastructure** – The library's commitment to integrating creative spaces, as well as expanding digital platforms and technological resources, ensures that community members have access to innovative resources that foster learning and skill building in a rapidly evolving digital landscape.

**SDG 10: Reduced Inequalities** – By focusing on underserved groups and extending services to diverse community spaces, we work to make learning, resources, and social connection accessible to all.

**SDG 11: Sustainable Cities and Communities** – Through partnerships with local organisations and subject matter experts, expansion of service points, and commitment to diversity, we strengthen the social infrastructure essential for sustainable community development.

**SDG 16: Peace, Justice, and Strong Institutions** – By serving as a trusted, inclusive institution that promotes access to information and encourages civic engagement, we support transparency, equity, and informed citizenship in our community.

# References

ABS [Regional Population](#) – March 2023

ALIA [Standards and Guidelines](#) - May 2021

City of Casey – [Annual Report 2023-2024](#)

City of Casey – Our Community Challenges and Opportunities July 2024

Community Profile – [City of Casey](#)

IFLA [Strategy 2024-2029](#)

Population Forecast – [City of Casey](#)

UN [Sustainable Development Goals](#)



“

...the (library) space is used differently by different people, it is a fantastic and happy place.



[connectedlibraries.org.au](https://connectedlibraries.org.au)

**CONNECTED  
LIBRARIES**