



PURPOSE

Founded in 1896, the State Library of Queensland is the leading reference and research library in Queensland. The State Library is responsible for collecting and preserving a comprehensive collection of Queensland’s cultural and documentary heritage, providing free access to information for all Queenslanders, and for the advancement of public libraries across the State. The object of the *Libraries Act 1988* is “to contribute to the cultural, social and intellectual development of all Queenslanders.”

VISION

Inspiring possibilities through knowledge, stories and creativity.

Through our collections, we will promote Queensland’s stories and achievements to the world.

Collaborating with government, partners and the community, we will increase access to knowledge and learning opportunities across Queensland.

By developing a more diverse collection and providing opportunities for discussion, we will nurture active citizenship and diverse voices with alternative stories to tell.

We will harness new technologies to develop an online presence with a global impact, empowering people to access material and connect across regional and remote Queensland, the nation and beyond.

The important partnership with local government will enable a thriving statewide network of Queensland public libraries and Indigenous Knowledge Centres.

We will help to build a creative Queensland, offering more opportunities for the creation of content, new thinking, creative experimentation, and innovation.

TRUSTED CONTENT

COLLECT, PRESERVE AND PROVIDE ACCESS TO TRUSTED CONTENT

Intentionally collect a trusted record of Queensland

- Seek diverse stories
- Encourage and collaborate on research to deepen knowledge
- Engage with people as seekers and creators
- Preserve the collection for future generations

We will measure success through:

- the number of additions to the collection, demonstrating that we are actively collecting the record of Queensland
- the use of content, demonstrating the value of what we collect and provide access to

SHARED EXPERIENCES

GROW OUR AUDIENCE THROUGH REWARDING EXPERIENCES

Improve access, so it’s easier to find and use information

Focus on interactions — where clients can create and participate

Scale services to reach new audiences

Seek opportunities to promote literacy in all its forms

Advocate for public libraries and partner with local government to enable a thriving network of public libraries and IKCs

We will measure success through:

- the number of visits onsite and online, demonstrating that we are providing valuable collections, services and programs statewide
- the number of new members, demonstrating that we are reaching new audiences
- the number of visits to public libraries, demonstrating a thriving statewide network

FUTURE-FOCUSSED PEOPLE AND PROCESSES

A culturally diverse workforce, with different skillsets, experiences and thinking styles

Share, understand, and challenge our own and others’ work so we continue to transform

Evaluate our services and share compelling stories of impact

Attract investment and partnerships

We will measure success through:

- the percentage of customers who are satisfied with our collections, services and programs, demonstrating the effectiveness of our people and processes
- the average staff cost per visit, demonstrating the efficiency of our people and processes.

STATE LIBRARY OF QUEENSLAND Strategic Plan 2019–23

STRATEGIC RISKS AND OPPORTUNITIES

We will manage our strategic risks and the impacts of not:

- **keeping pace with change:** constantly transform to be relevant to all people in the different stages of their lives, and in response to changes in the community
- **collecting today what will be important tomorrow:** build and preserve a comprehensive collection
- **curating and presenting in a way that is trusted and relevant:** provide diverse perspectives and opportunities for discussion
- **attracting investment in a competitive fiscal environment:** share compelling stories of impact.

We will embrace opportunities to maximise benefits for all Queenslanders through:

- **our expertise and our collections:** provide statewide access to content
- **our reputation for high quality content and services:** maintain our standing as a trusted organisation
- **our statewide reach:** harness new technologies so our content is available to all and strengthen our relationship with local government
- **our trusted relationships with Aboriginal and Torres Strait Islander communities:** celebrate unique knowledge and culture

STATE LIBRARY SUPPORTS OUR FUTURE STATE: ADVANCING QUEENSLAND'S PRIORITIES

By providing access to trusted content and focusing on shared experiences we will contribute to the Government's objectives to **create jobs in a strong economy, give all our children a great start and keep communities safe:**

- providing all Queenslanders with access to free online learning programs so they can upskill and remain agile throughout their career
- delivering statewide programs, such as First 5 Forever, in partnership with public libraries, which gives families the skills and resources they need to develop strong educational foundations for their children from 0–5 years and improve their wellbeing prior to school
- providing welcoming places for everyone, free access to a wide range of information and opportunities for the open exchange of ideas and exposure to different perspectives fosters the appreciation of difference.

We will contribute to the Government's objective to be **a responsive Government** by enabling future-focused people and processes.

Queensland Government funding allocated for State Library's operations over the next three years:

2019–20 (\$'000)	2020–21 (\$'000)	2021–22 (\$'000)
65,419	66,599	67,773



State Library improves outcomes across the United Nations Sustainable Development Goals, with a focus on:



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

- dedicated staff who support early literacy and lifelong learning
- access to information and research for students statewide
- inclusive spaces where cost is not a barrier to new knowledge



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

- access to information, programs and skills that people need to find, apply for, and succeed in better jobs



Reduce inequality within and among communities

- neutral and welcoming spaces that make learning accessible to all, including marginalised groups
- equitable access to information and programs that support social, political and economic inclusion



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

- trusted institution devoted to promoting cultural inclusion and understanding
- documentation and preservation of cultural heritage for future generations

OUR ENDURING VALUES



We provide free and equitable access



We share



We seek diverse voices



We belong to the community

OUR GUIDING BEHAVIOURS



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people