

STATE LIBRARY OF QUEENSLAND

Strategic Plan 2020-24

VISION

Inspiring possibilities through knowledge, stories and creativity

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.

HUMAN RIGHTS

We will respect, protect and promote human rights in our decision-making and actions.

OUR ENDURING VALUES



We provide free and equitable access



We share



We seek diverse voices



We belong to the community

STATE LIBRARY OF QUEENSLAND IS COMMITTED TO THE QUEENSLAND GOVERNMENT'S OBJECTIVES FOR THE COMMUNITY - UNITE AND RECOVER.

- As the state's leading reference and research library, State Library contributes to **investing in skills, supporting jobs and backing small business** by providing all Queenslanders with free access to significant print and online content, learning programs, and digital inclusion initiatives so they can upskill and remain agile throughout their careers and contribute to economic prosperity.
- State Library **invests in Queensland communities and invests in skills**, through a partnership with local government, to realise the potential of the network of 320+ public libraries and Indigenous Knowledge Centres. This partnership also delivers the First 5 Forever early literacy program.
- By providing welcoming spaces, delivering programs that promote inclusion and tolerance, and sharing diverse stories the State Library assists in **safeguarding our health and growing our regions**.

STRATEGIC RISKS AND OPPORTUNITIES

We will manage our strategic risks and the impacts by:

- **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

OBJECTIVES

1

TRUSTED CONTENT

Collect, preserve and provide access to trusted content

STRATEGIES

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

PERFORMANCE INDICATORS

Number of additions to the Queensland Memory collections

Use of digital and physical content in State Library's collections

2

SHARED EXPERIENCES

Grow our audience through rewarding experience

STRATEGIES

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 Indigenous Knowledge Centres

PERFORMANCE INDICATORS

Visits onsite and online

Number of new members

Visits to public libraries

3

FUTURE-FOCUSSED PEOPLE AND PROCESSES

Enable continuous improvement and innovation

STRATEGIES

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

PERFORMANCE INDICATORS

Customer satisfaction with State Library visitor services, information services, collections and programs

Average cost of combined onsite and online visits



The UN SDGs provide a shared global framework of development priorities. State Library references three of the goals that provide a guide on how our work and impact align with this global movement to pursue inclusive, equitable and safe communities.



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



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

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

| | |
|---------|--------------|
| 2019-20 | \$65,883,000 |
| 2020-21 | \$66,610,000 |
| 2021-22 | \$67,764,000 |

State Library notes the uncertainty in the foreseeable future around the level and duration of impact of the Novel coronavirus (COVID-19) disease on its operations and services.