# STATE LIBRARY OF QUEENSLAND

# STRATEGIC PLAN 2021-2025

#### VISION

Inspiring possibilities through knowledge, stories and creativity

#### **PURPOSE**

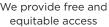
Founded in 1896, State Library of Queensland is the leading reference and research library in Queensland. State Library is responsible for collecting and preserving a comprehensive collection of Queensland's cultural and documentary heritage, providing free access to information for all Queenslanders, 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 share



We seek diverse voices



we belong to the community

#### STRATEGIC RISKS AND OPPORTUNITIES

We will manage our strategic risks and the impacts by:

- responding to the uncertainty of the COVID-19 context: continuing to be agile with service delivery.
- 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.
- managing and storing our collections to appropriate standards: ensure collections are available for future generations.

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 First Nations communities: celebrate unique knowledge and culture in culturally informed and respectful ways.

State Library of Queensland is committed to the Queensland Government's objectives for the community – Unite and Recover. State Library:

- backs our frontline services by delivering world-class reference and information services, documenting and making accessible Queensland's history and stories, and delivering engaging learning experiences.
- contributes to growing our regions through a partnership with local government to enable a thriving network of 320+ public libraries and Indigenous Knowledge Centres.
- contributes to investing in skills by providing all Queenslanders with free access to online learning and skills development resources, and career development opportunities for Queensland's writers.

# State Library supports the five pillars of *Creative Together* 2020-2030: A 10 Year Roadmap for arts, culture and creativity in Queensland

- Elevate First Nations arts by sharing and celebrating the First Nations perspective through language revitalisation, knowledge creation and truth-telling in culturally informed and respectful ways.
- Activate Queensland's local places and global digital spaces – enabling statewide access to collections and integrating rich digital experiences into programs, learning initiatives and exhibitions.
- Drive social change across the state delivering programs that encourage discussion, debate and lifelong learning to increase awareness, understanding and tolerance across Queensland.
- Strengthen Queensland communities partnering with local government to realise the potential of libraries and Indigenous Knowledge Centres as vibrant community hubs building community resilience.
- Share our stories and celebrate our storytellers as a memory institution intentionally seek, collect and share authentic Queensland stories, and nurture and celebrate emerging writers.

#### **Objective 1**

# **TRUSTED** CONTENT

Collect, preserve and provide access to trusted content

#### **Objective 2**

# **SHARED EXPERIENCES**

Grow our audience through rewarding experiences

#### **Objective 3**

# **FUTURE-FOCUSSED** PEOPLE AND PROCESSES

Enable continuous improvement and innovation

#### **STRATEGIES**

Intentionally collect a trusted record of Queensland

Seek and share diverse stories

Encourage and collaborate on research to deepen knowledge

> Engage with people as seekers and creators

Preserve the collection for future generations

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

Empower our clients to create, participate and learn

Scale services to reach new audiences

Deliver and promote life-long learning opportunities

Advocate for public libraries and partner with local government to enable a thriving network of public libraries and Indigenous Knowledge Centres

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

Number of additions to the collection Use of content

Visits onsite and online Number of new members Visits to public libraries

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

Average cost per visit



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.



### SDG 4. 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.



#### SDG 10. Reduce inequality within and among communities

- welcoming and safe spaces that make trusted institution devoted to learning accessible to all, including marginalised groups.
- · equitable access to information and programs that support social, political and economic inclusion.



#### SDG 11. Make cities and human settlements inclusive, safe, resilient and sustainable

- 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:

2021-22 \$67,191,000

2022-23 \$68,349,000

2023-24 \$69,598,000



