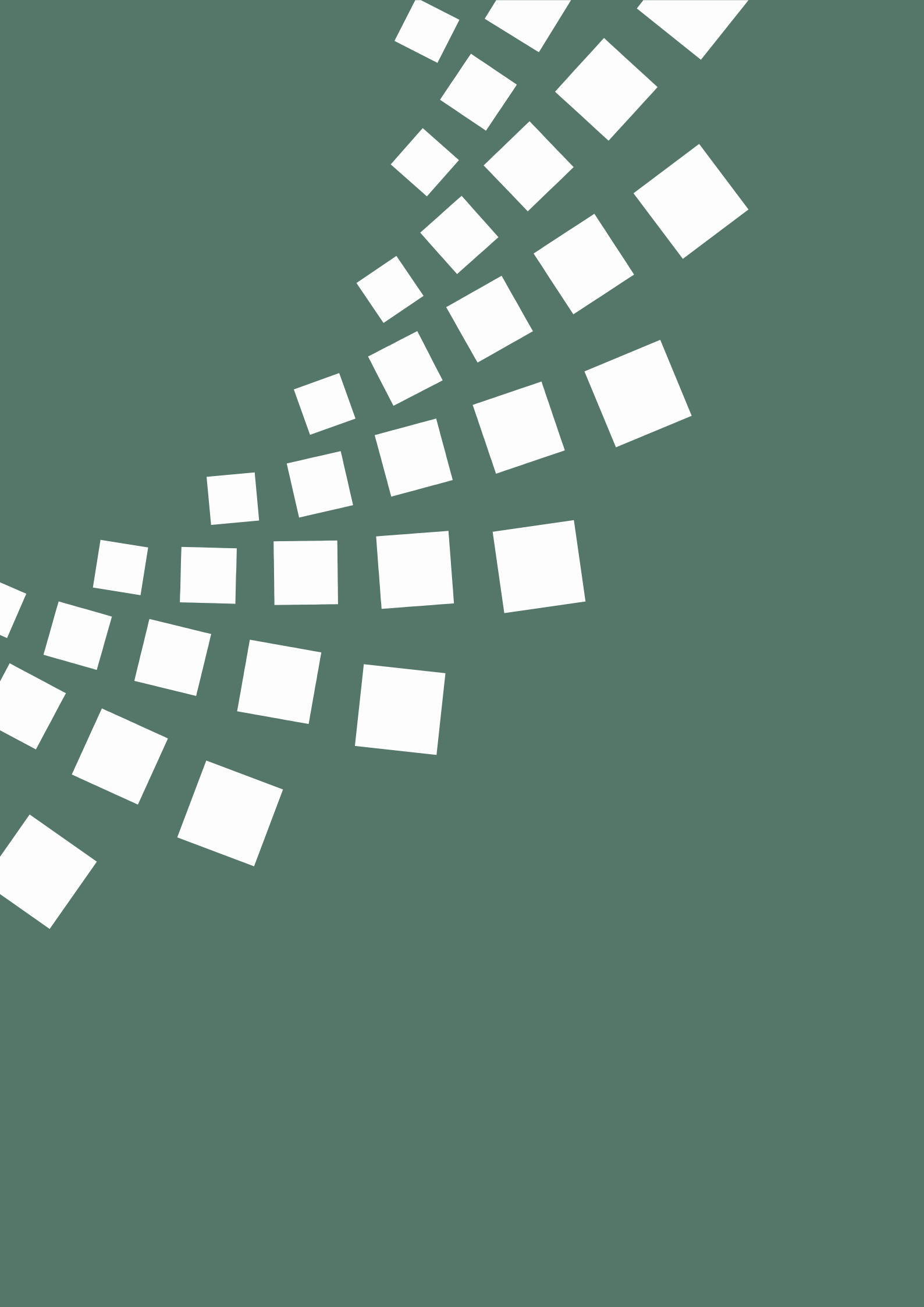




**SHORELINK  
LIBRARIES**

Strategic Plan  
2025-2028







# CONTENTS

INTRODUCTION	2
OUR COMMITMENT	3
STRATEGIES	5
Strategy 1	5
Strategy 2	5
Strategy 3	6
Strategy 4	6
Strategy 5	7
Strategy 6	7
Strategy 7	7

# INTRODUCTION

## Acknowledgement of Country

The Shorelink Libraries acknowledge the Borogegal and Cameraygal People as the Traditional Custodians of our local area.

## Shorelink Libraries

The Shorelink Library Network was established in 1983 and Lane Cove, Mosman and North Sydney signed a new Deed of Agreement in December 2017, acknowledging that cooperation delivers both economic benefits and quality library services to their communities. Shorelink shared services expanded to a daily courier service between the libraries, and subscriptions to downloadable eResources and streaming.

All the Shorelink libraries perform above State-wide standards, partly because Shorelink has fostered benchmarking and the sharing of ideas and cooperation to develop a range of joint projects. Shorelink is renowned for innovation and excellence in the provision of library information technology and is recognised as an outstanding example of local government co-operation.

Shorelink is managed by a joint committee (the Shorelink Committee) operating under Section 355 of the Local Government Act. The Committee consists of three Councillors and three Library Managers from the participating Councils. The Agent Council (currently North Sydney Council) administers the budget and directs the day-to-day operations of the Shorelink staff.

Shorelink's Strategic Plan sets strategic objectives for the Network and the Delivery Program is reviewed annually..

# OUR COMMITMENT

## OUR VISION

To be recognised as a best practice library consortia supporting innovation, growth and equitable access.

## OUR MISSION

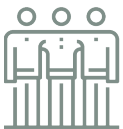
We will do this by:

- Fostering excellent customer experience
- Providing free services to our customers
- Leveraging on shared resources while maintaining individual identities
- Promoting equal access to our resources
- Empowering our customers

## OUR VALUES



Respect and inclusiveness



Co-operation, collaboration and sharing



Flexibility, responsiveness and innovation



Accessibility and usability



# STRATEGIES

**Strategy 1:** Utilise the collective strengths of Shorelink library staff for skills sharing, training and development.

**Objective:** Shorelink staff are skilled, informed and confident, collaborating across the Libraries to deliver high quality services to Shorelink members.

## COLLABORATION

## CUSTOMER EXPERIENCE

## INNOVATION

1.1 Develop and implement a Professional Development plan

**Strategy 2:** Maximise opportunities for collaborative activities across the Shorelink Libraries

**Objective:** Shorelink has an annual schedule of collaboratively planned events, promotions and programs.

## COLLABORATION

## CUSTOMER EXPERIENCE

## INNOVATION

2.1 Identify Grant & Partnership opportunities

2.2 Create a Shorelink Writers Festival

### Strategy 3:

**Optimise range, functionality and integration of the Library Management System, third party products, online services and digital resources.**

**Objective:**

Shorelink members have improved experience and seamless access to online services through the library catalogue, app, websites and eCollections.

Shorelink members have access to a diverse, appealing and up-to-date range of digital resources in all formats which are easy to locate, search and retrieve.

**COLLABORATION**

**CUSTOMER EXPERIENCE**

**INNOVATION**

3.1

Library Management System - procurement

3.2

Shared PowerBI insights dashboard (Customer engagement indicators)

### Strategy 4:

**Embed customer engagement initiatives in annual planning.**

**Objective:**

Shorelink membership and satisfaction increases. Shorelink Libraries have a close connection to the community and respond quickly to changing needs.

**COLLABORATION**

**CUSTOMER EXPERIENCE**

**INNOVATION**

4.1

Membership Campaign

4.2

Conduct Non-User Surveys

**Strategy 5:****Promote the benefits and achievements of the network.****Objective:**

The Shorelink Libraries network is well known and regarded, and the Shorelink brand is recognised within the industry.

**COLLABORATION****CUSTOMER EXPERIENCE****INNOVATION**

5.1

eResources Development – Future investment

5.2

Advocacy – Disadvantaged Groups

**Strategy 6:****Develop, promote and share unique collections that meet community needs and interests.****Objective:**

Shorelink Libraries hold a diverse and growing range of resources that reflect the needs and aspirations of our communities.

**COLLABORATION****CUSTOMER EXPERIENCE****INNOVATION**

6.1

Makerspace/STEAM Collection

6.2

Local History Resources shared access

**Strategy 7:****Library-at-home****Objective:**

Shorelink members have many options for accessing the full range of library collections and services from home.

**COLLABORATION****CUSTOMER EXPERIENCE****INNOVATION**

7.1

Ability to pay Fees &amp; Charges anywhere

