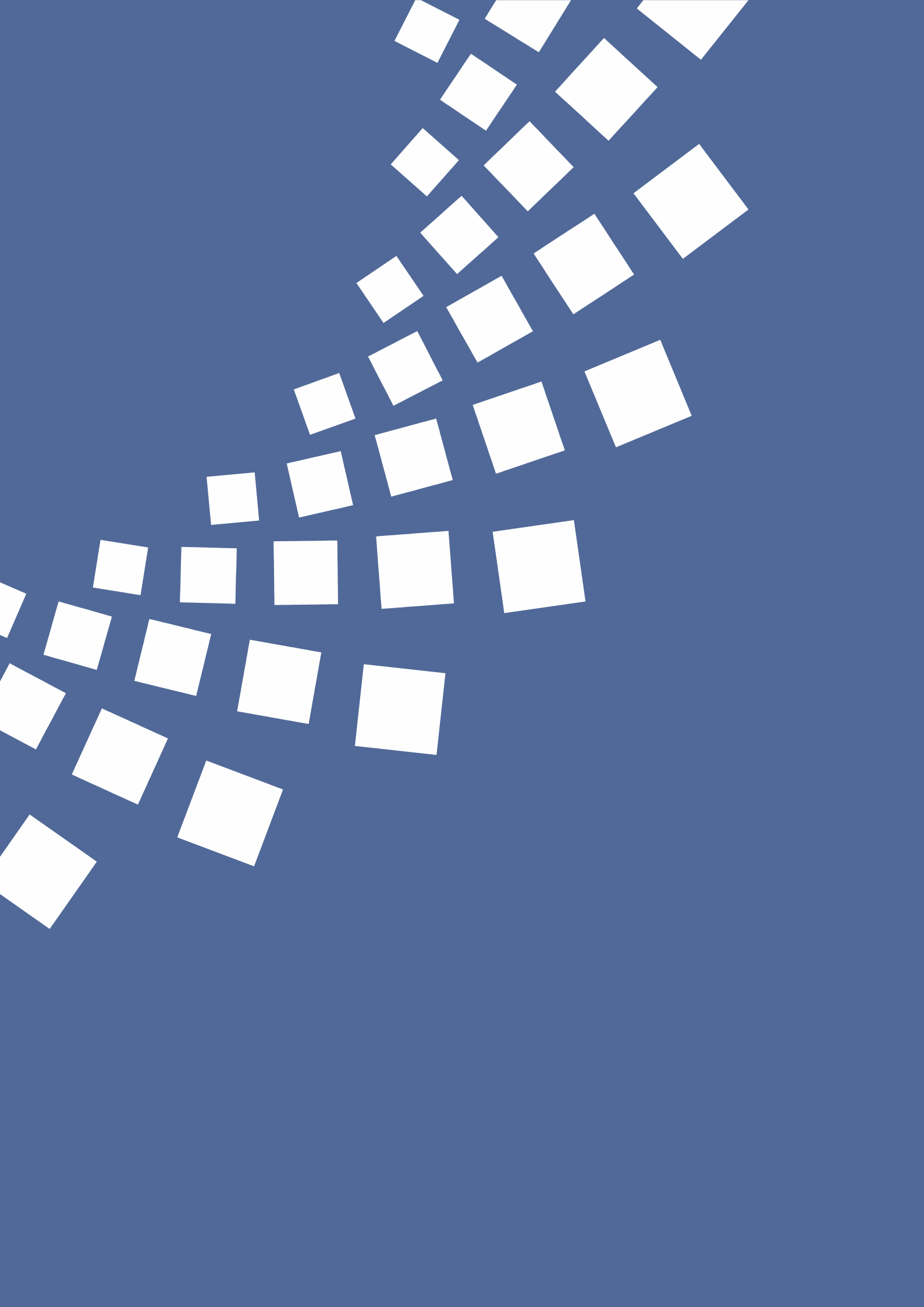


**SHORELINK**  
**LIBRARIES**

Strategic Plan  
2022-2025







# CONTENTS

<b>INTRODUCTION</b>	<b>2</b>
<b>OUR COMMITMENT</b>	<b>3</b>
<b>STRATEGIC OBJECTIVES</b>	<b>4</b>
<b>STRATEGIES</b>	<b>5</b>

# INTRODUCTION

## 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 have expanded to a daily courier service between the libraries, and subscriptions to downloadable eResources.

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.

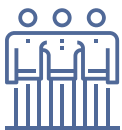
## OUR MISSION

- 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

# STRATEGIC OBJECTIVES

## OUR VISION

Shorelink Libraries Strategic Plan is a 3 year plan that supports each Council's strategic planning processes. To achieve excellence of service provision the Shorelink Committee has determined the following objectives which are achieved by key strategies and annual action plans.

### 1. **Collaboration:**

Extending collaboration to shared events, programs and services

### 2. **Customer Experience:**

Developing solutions to ensure seamless access and positive customer experience

### 3. **Innovation:**

Investigating and implementing emerging technologies

### 4. **Resourcing:**

Leveraging shared resources to deliver best value for our communities

### 5. **Growth:**

Seeking new partnerships and exploring opportunities to expand the consortia





# STRATEGIES

<b>Strategy 1:</b>	<b>Utilise the collective strengths of Shorelink library staff for skills sharing, training and development.</b>			
<b>Objective:</b>	Shorelink staff are skilled, informed and confident, collaborating across the network to deliver high quality services to Shorelink members.			
<b>Collaboration</b>	<b>Customer experience</b>	<b>Innovation</b>	<b>Resourcing</b>	<b>Growth</b>
1.1	Develop and implement a training and staff development plan			
<b>Strategy 2:</b>	<b>Maximise opportunities for collaborative activities across the Shorelink Libraries.</b>			
<b>Objective:</b>	Shorelink has an annual schedule of collaboratively planned events, promotions and programs			
<b>Collaboration</b>	<b>Customer experience</b>	<b>Innovation</b>	<b>Resourcing</b>	<b>Growth</b>
2.1	Specialist technical and programming working groups			
2.2	Collaborative programs and events			
2.3	Storytime planning and resources			

<b>Strategy 3:</b>	<b>Optimise range, functionality and integration of the Library Management System, third party products, online services and digital resources</b>			
<b>Objective:</b>	<p>Shorelink members have improved experience and seamless access to online services through the library catalogue, app, websites and eCollections.</p> <p>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.</p>			
<b>Collaboration</b>	<b>Customer experience</b>	<b>Innovation</b>	<b>Resourcing</b>	<b>Growth</b>
3.1	LMS specifications and procurement			
3.2	Investigate and implement self-service option on Library app			
3.3	Maximise benefits and outcomes of LMS (Aurora) user group			
3.4	Evaluate existing Digital Library Platforms			
3.5	Investigate products and formats for consortia purchasing			
3.6	Streamline user support and training across Shorelink			

<b>Strategy 4:</b>	<b>Embed customer engagement initiatives in annual planning</b>			
<b>Objective:</b>	Shorelink membership and satisfaction increases. Shorelink libraries have a close connection to the community, and respond quickly to changing needs.			
<b>Collaboration</b>	<b>Customer experience</b>	<b>Innovation</b>	<b>Resourcing</b>	<b>Growth</b>
4.1	Collaborative event surveying			
4.2	Shorelink Library membership drive			
4.3	Annual user survey			
<b>Strategy 5:</b>	<b>Promote the benefits and achievements of the network</b>			
<b>Objective:</b>	The Shorelink library network is well known and regarded, and the Shorelink brand is recognised within the industry.			
<b>Collaboration</b>	<b>Customer experience</b>	<b>Innovation</b>	<b>Resourcing</b>	<b>Growth</b>
5.1	Conference presentations			
5.2	Brand recognition			

<b>Strategy 6:</b>	<b>Develop, promote and share unique collections that meet community needs and interests.</b>			
<b>Objective:</b>	Shorelink libraries hold a diverse and growing range of resources that reflect the needs and aspirations of our communities.			
<b>Collaboration</b>	<b>Customer experience</b>	<b>Innovation</b>	<b>Resourcing</b>	<b>Growth</b>
6.1	Document, share and promote unique collections across the network			
6.2	Investigate feasibility of a shared Local History online portal			
6.3	Develop Mobile STEAM Makerspace collection			
6.4	Expand and promote Discovery Collections at Shorelink Libraries			
6.5	Intra-Shorelink Collection sharing			
<b>Strategy 7:</b>	<b>Library-at-home</b>			
<b>Objective:</b>	Shorelink members have many options for accessing the full range of library collections and services from home.			
<b>Collaboration</b>	<b>Customer experience</b>	<b>Innovation</b>	<b>Resourcing</b>	<b>Growth</b>
7.1	Online membership			
7.2	Delivery services e.g. Library to Your Door			
7.3	Online learning and engagement			

