

Wingecarribee Libraries Plan – 2026-2030

PLEASE NOTE: This document is not yet graphically designed as it has just been adopted by Council. The final version will be graphically designed and uploaded when available.

Acknowledgment of Country

Wingecarribee Shire Council acknowledges the Gundungurra and Dharawal people as the Traditional Custodians of this land. We pay our respect to the Traditional Custodians, their Ancestors who cared for this Country for many thousands of years, and their Elders and descendants who continue to care for Country.

Why a library plan?

The Wingecarribee Libraries Plan 2026–2030 sets the direction for the next five years and outlines how we will shape the future of our libraries to support our vision of being the most liveable place in NSW for all generations to thrive.

Our libraries are essential community infrastructure. They are safe, welcoming and inclusive spaces where people of all ages can learn, connect, create and participate. They strengthen literacy and lifelong learning, reduce barriers to information and technology, foster social inclusion and help preserve and share the stories of our region.

For more than two decades, Council's library service has operated with limited strategic renewal and investment. This has resulted in facilities and service offerings that do not yet fully meet the contemporary benchmarks set by the *NSW Public Library Objectives Standards* issued by Library Council of New South Wales, reinforcing the need for a clear plan for the future.

At a strategic level, this Plan provides the framework that will guide our services and collections, inform our programs and partnerships, and the look and feel of our library spaces. It ensures our resources are directed where they will have the greatest impact for the community, today and into the future.

Contemporary libraries are dynamic community hubs, both physical and digital. They provide:

- Flexible spaces for gathering, studying, working and collaborating
- Opportunities to create, innovate and build digital skills
- Access to technology, online services and diverse collections
- Programs that support early literacy, youth development, lifelong learning and community wellbeing
- Platforms that connect people with ideas, information and each other

Reading and literacy remain at the heart of what we do. At the same time, libraries continue to evolve as places that support creativity, digital confidence, cultural participation and community connection. Libraries are both active accessible public spaces and critical social connectors, nurturing a sense of belonging and wellbeing.

This Plan builds on our strengths and responds to changing community expectations, demographic trends and emerging technologies. It has been informed by community consultation, data analysis and contemporary best practice. It complements the Community Strategic Plan and the following Council Plans:

- Young Highlands
- Disability and Inclusion Plan
- Creative Highlands
- Safe Highlands
- Bowral Town Centre Masterplan
- Community and Recreational Facilities Strategy

Over the next five years, in a time of rapid technological change, cost-of-living pressures, climate impacts and shifting community expectations, our libraries must continue to redefine and clearly demonstrate their value. This plan outlines how we will strengthen our role as inclusive community hubs expanding programs, partnerships and digital access, enhancing technology and literacy support, and providing welcoming meeting spaces and flexible facilities that reflect the standard of a contemporary public library service. It also ensures our libraries remain safe places of connection and refuge during times of extreme weather, positioning them as essential, trusted and future-focused services for the Wingecarribee community.

This approach aligns strongly with the values of the Australian Library and Information Association (ALIA), which champion equitable access to information, lifelong learning, community connection and the preservation of knowledge. Wingecarribee Libraries also operate in accordance with the Library Act 1939 (NSW), which provides the legislative framework for the establishment, management and ongoing development of public library and information services in New South Wales. Section 10 of the Library Act 1939 sets out requirements that local authorities (councils) must comply with in the operation of a public library. These requirements are:

- free membership for residents and ratepayers of the local government area
- free access to library materials and services for use on library premises
- free loans of library materials for use away from the library
- free delivery of library materials to members unable to attend due to illness or disability
- free basic reference services, including assistance in locating information

The Act also establishes the Library Council of NSW as the statutory authority responsible for advising both the government and local councils on library matters. The Library Council of NSW has established a set of recommended standards to support high-quality public library services across four categories: [service delivery](#), [collections](#), [community engagement](#) and [library facilities](#).

The NSW Public Libraries Objectives and Standards (2025) offer a practical framework for evaluating performance, driving continuous improvement, and planning for future needs.

Together, these foundations guide our commitment to delivering accessible, contemporary and community-focused library services for the Wingecarribee Shire.

Our community snapshot

53,552 people live here

1,210 identify as Aboriginal and Torres Strait Islanders

7% of us speak a language other than English

5.6% need assistance due to age or disability

21% of us are aged 70 years or older

16% of us are aged 35 to 49

15% of us are aged 18 to 34

15% of us are at school

SEIFA Index of Disadvantage for Wingecarribee Shire in 2021 was 1,046.

Our libraries at a glance 2024/2025

% pop who are members – 51%

Total visitation – 138,509

Total Loans – 315,193

Total Wifi Hours – 21,485

Total Public programs attendance 8,824

Total Membership – 28,659

Library collection – 91,778

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Home library service customers – 30

Volunteers – 5

Staff – 13 FTE

The NSW Public Library Objectives and Standards (2025) recommend the number of staff is 17 FTE

Library Hours and size

Our libraries are open 112 hours across the week. The NSW Public Library Objectives and Standards (2025) recommend the number of hours of opening for a population of our size to be 118 hours per week.

Bowral Library – 876sqm

Mittagong Library – 228sqm

Moss Vale Library – 280sqm

According to *People Places: A guide to planning library buildings (People Places)* all three libraries are too small to provide sufficient space for comfortable reading, meeting rooms, display of suitably sized collections, or appropriate spaces for programs and larger events.

While Council meets the provision rates in terms of the number of libraries, the square metres per person provision rate outlined in *People Places* identifies a gap of over 1,020sqm for today's population which increases to over 2,600 sqm when the population reaches 60,000. To enable the provision of modern contemporary spaces that meets the needs of the community, opportunities should be explored to increase the size of existing library spaces. This will help meet the needs of the population growth and the changing needs and expectations of users.

Library investment 25/26

- Total annual library expenditure: **\$1.709 million**
- Investment per capita: **\$31.93**
- NSW Library Standards and Objectives (2025) recommend - **\$45 per capita**

Who is using our libraries?

- Families with young children and babies attending story time and children's programs
- Students studying or accessing free Wifi and study resources
- Residents over 50 years of age using the library for borrowing, connection and learning
- Residents and travellers using the free Wifi and computers
- New residents to the Shire
- People seeking quiet, safe and accessible public spaces
- Residents working from home utilising the library as a productive environment
- Village residents utilising the Mobile Library
- Limited number of Home Library Service customers who are unable to access the library due to illness or disability

Expanding Our Reach

To ensure our libraries reflect and serve the whole community, this plan identifies audiences where there is clear opportunity to strengthen participation, relevance, and impact over the next five years including:

- Working-age adults and families - increasing awareness of programs, digital services, and flexible learning opportunities for time-poor residents.
- Culturally and linguistically diverse communities – enhancing inclusive collections, partnerships, and culturally responsive programming.
- Aboriginal and Torres Strait Islander communities – deepening respectful partnerships, representation, and cultural safety in our spaces and services.
- Local writers, creatives, and cultural producers – positioning libraries as platforms for local storytelling, creative development, and collaboration.
- People who are socially isolated – expanding outreach, including the Home Library Service, to ensure access to information, connection, and wellbeing support.
- People who are neurodiverse – providing inclusive programs, sensory-friendly spaces, and tailored support to enhance participation and belonging.

What the community told us

Wingecarribee Libraries Plan 2026–2031 has been shaped through meaningful engagement with our community.

Between August – November 2025, we gathered insights through a range of activities, including Participate Wingecarribee, Lend a Thought boxes, Ideas Lounge sessions, focus groups, interviews, pop-up consultations, and an Ideas Lab.

The consultation involved over 750 residents, library members, community groups, library staff, sector professionals, educators, and Council staff. During this period, we recorded 452 visits to Participate Wingecarribee and 169 contributions, alongside valuable in-person conversations and written feedback.

This collaborative approach ensures the Plan reflects the diverse voices, ideas, and priorities of the community.

The key themes we heard were:

- **Welcoming, contemporary spaces**
Our libraries should feel modern, safe, comfortable, and inviting with helpful staff, light and colour, plants, flexible furniture, adaptable spaces and for us to make use of spaces outside the library
- **More study and collaboration areas**
Quiet study spaces, meeting rooms, and collaborative areas including a 'study café' for high school students
- **Technology and maker opportunities**
Increased access to technology programs, digital learning, STEM programs and maker spaces
- **Programs that suit real life**
Book clubs and more diverse programs for working families, with timing and formats that reflect community needs.
- **Improved access and opening hours**
Extended hours, after-hours access options, after hours chutes at branch libraries, quiet and sensory hours
- **Modern, easy-to-browse collections**
Newer books, face-out shelving, clear genres, and collections that are easier to discover including alternative collections such as a Library of Things on offer.
- **Stronger outreach and home library services**
Expanded home library services and mobile library locations to be reviewed

- **Accessible and updated facilities**
Improved access to local studies, upgrades to Mittagong Library, and modernisation across all branches.
- **Preserving and sharing community memory and local stories**
To have local history programs and displays and easy access to local studies resources all in one place.
- **Greater promotion** of what's available and what's on at the library

Where we need to be – The Plan

Goal 1: Our Spaces Work for You

What this means

Our libraries are welcoming, safe and easy to use for everyone. They are comfortable places where you can read, study, learn, meet, create, or simply spend time.

Our spaces are flexible and modern. Movable furniture allows areas to be adapted for quiet study, collaborative work, programs, or meetings. Meeting rooms provide dedicated spaces for small groups and programs. Thoughtful design, including good lighting, accessible layouts, and technology ensures your experience is simple, inclusive, and enjoyable, whether you visit in person or connect online.

Why it matters

Libraries are evolving beyond traditional spaces for books, they are now flexible, technology enabled hubs where people of all ages come to learn, connect, create, and explore.

Emerging trends and best practice show that contemporary libraries:

- Offer adaptable, multipurpose spaces for quiet study, collaboration, programs, and meetings
- Prioritise technology access, Wi-Fi, and flexible furniture to support diverse uses
- Provide safe, accessible and welcoming environments for all ages and abilities
- Demand less need for fixed library PC's and increased demand for seating and charging points

Wingecarribee's libraries are tired and in need of updates and Mittagong Library is not easily accessible. Modernising our spaces will help attract new visitors, encourage repeat use, and ensure our libraries remain relevant to a diverse and changing community.

Through the expansion of local studies to Moss Vale Library it will increase the size of the library and provide a one stop hub for the community.

By designing spaces that meet these evolving needs, we can strengthen learning, creativity, and connection making our libraries vibrant hubs for everyone.

What you'll notice

- Comfortable, flexible spaces that adapt to different needs
- Quiet study areas and collaborative zones
- More charging points
- Meeting rooms available for small groups, programs, and workshops
- Safe, welcoming and inclusive environments
- Exploration of extended or secure access beyond staffed hours

Let's make our spaces work for you, here's how we'll do it:

<i>Action</i>	<i>Commencing</i>	<i>Resourcing</i>
Upgrade external landscaping, internal lighting and entry presentation across library sites to improve safety, accessibility and street appeal.	<i>Year 1</i>	Funded + Grant funding
Redesign and install consistent, contemporary signage internally and externally across all branches to improve visibility and wayfinding.	Year 1	Funded + Grant funding
Undertake a Library Infrastructure and Service Capacity Review to assess current space standards, population growth impacts, accessibility compliance, and long-term options including	Year 3	Partially Funded

renewal, expansion, relocation or co-location opportunities, with findings to inform future capital planning and the Asset Management Strategy		
Prepare a high-level cost estimate and staged approach for priority library improvements, for consideration in future delivery programs and Long Term Financial Planning, subject to available funding and grants	Year 3	Unfunded
Refine opening hours and branch operations based on viability, sustainability and accessibility including trialling seasonal operating hours and structured after-hours access at Bowral Library	Year 1	Funded
Establish an annual rolling exhibition schedule for Art in Unexpected Places across all library locations including external façade of Bowral Library	Year 1	Funded
Apply for and secure external funding to replace ageing furniture, shelving and modernise library interiors.	Year 1 and ongoing	Unfunded
Introduce scheduled sensory-friendly quiet hours and assess feasibility of access to branch libraries on Mondays.	Year 1	Funded
Review, co-design and reconfigure existing internal layouts to increase meeting room availability and improve multi-purpose use at Bowral Library	Year 2	Unfunded
Refresh internal environments through scheduled repainting, maintenance works and the introduction of greenery to enhance comfort and amenity.	Year 2	Partially funded
Develop and trial precinct activations including Bendooley Precinct and Mittagong Library precinct across day, weekend, and night, including night-time illumination, markets, busking, and events, to enhance vibrancy and accessibility	Year 2	Partially funded
Curate two exhibitions per year that celebrate local history, collection and stories	Year 1	Funded

What it looks like when we get it right!

When our library spaces work for you, they are comfortable, flexible, welcoming, and inspiring places where people of all ages can read, learn, create, meet, or simply spend time. We will know we've succeeded when:

- ✓ Increased Community Satisfaction – At least 80% of visitors report satisfaction with library spaces, including comfort, accessibility and usability. Demonstrated improvement in library satisfaction, importance, and perceived value as measured through the biennial Council Community Satisfaction Survey,
- ✓ Inclusive and Sensory-Friendly Experiences – At least 75% of participants in sensory-friendly or quiet hour sessions report feeling comfortable, supported, and able to engage in the library space, with feedback used to refine and improve these sessions.

- ✓ Growth in Access and Participation – Year-on-year growth in visitation and participation in library programs and precinct activations.
- ✓ Relevant and High-Performing Collections – Spaces support easy access to collections; positive feedback confirms layouts are intuitive and user-friendly.
- ✓ Successful Funding and Improvement Delivery – At least one successful funding application or grant secured through the life of the plan to support furniture, technology, or space upgrades.
- ✓ Vibrancy and Activation – Feedback from visitors shows that community and art displays, precinct activations are enjoyed and well-used, supporting the library’s role as a hub for creativity and connection.
- ✓ Sector Recognition and Excellence – Submit one application to recognised library or local government awards, with the goal of achieving finalist or award recognition during the life of the Plan.

Goal 2: Our Programs Inspire Learning, Creativity and Connection

What this means

Our programs and partnerships bring the library to life. They provide opportunities for children, young people, adults and seniors to learn, create, explore, and connect.

Programs include storytime, digital skills workshops, author talks, youth activities, local history sessions, creative workshops, and maker spaces where people can experiment, build and innovate. Outreach initiatives take the library into schools, community groups, and local events, ensuring everyone can access learning, creative experiences, and opportunities to connect, regardless of location, age, or ability.

Why it matters

Libraries are now active hubs for learning, creativity, and connection, combining programs with innovative spaces such as maker spaces, workshops, and technology labs.

Programs strengthen the collections by bringing them to life — helping people discover, engage with, and make use of books, digital resources, and local history materials.

Emerging trends and best practice show that successful library programs:

- Are flexible, diverse, and responsive to community needs
- Use technology and digital platforms to reach people who can’t visit in person
- Encourage creativity, exploration, and skill-building

- Foster meaningful social connections across generations
- Support families and people of all ages to participate at times that suit them
- Strategically aligned and coordinated approaches to working with organisations

Wingecarribee's community told us they value programs but also that offerings need to be refreshed and contemporary. By focusing on innovative programs, outreach, and strong partnerships, we can attract new users, strengthen participation, and ensure libraries remain vibrant and inclusive for everyone.

What you'll notice

- Programs for children, young people, adults, seniors, and intergenerational groups that are engaging and inclusive
- Workshops, maker spaces, and events that build skills, creativity, and confidence
- Outreach initiatives taking the library into schools, community groups, and local events
- Programs that bring the collections to life and encourage engagement with library resources
- Strong partnerships with local organisations to deliver meaningful experiences
- Use of digital tools and platforms to expand access and participation

Let's bring our programs to life, here's how we'll do it:

Action	Commencing	Resourcing
Embed sustainable practices into children's programming, ensuring at least 50% by Year 4 of the plan for craft and activity materials are recycled, reused or nature-based.	Year 1	Funded
Design and deliver a community "Make and Mend" initiative focused on upcycling, repair skills and circular economy principles in partnership with Councils Upcycle Centre.	Year 3	Funded
Design and deliver library programs that complement and enhance Council events and initiatives, including Tulip Time Festival and NAIDOC Week to strengthen community engagement and celebrate local events	Year 1	Funded
Investigate and seek funding to pilot pop-up maker spaces, including STEM kits, podcasting equipment, and green screen technology, to provide hands-on learning and creative opportunities	Year 4	Unfunded
Strengthen and expand author events through strategic partnerships, including continued collaboration with the Friends of the Wingecarribee Libraries, delivery of library-led author	Year 1	Funded

programs, and exploration of new opportunities with partners such as the Southern Highlands Writers' Festival.		
Deliver at least two co-designed programs per year in partnership with schools, early learning centres, aged care providers and community organisations.	Year 1	Funded
Develop a local history public program series in partnership with community organisations, aligned with History Week and Heritage Week.	Year 2	Funded
Develop a Family Literacy Framework that includes investigating and securing funding to implement a program such as the Dolly Parton's Imagination Library.	Year 2	Funded
Pilot an intergenerational reading partnership with local high schools to support younger readers.	Year 1	Funded
Coordinate and deliver an annual calendar of nationally recognised literacy and learning events, including Children's Book Week, Adult Learners' Week, Seniors Week, World Book Day, National Literacy and Numeracy Week, Australian Library Information Week and National Science Week.	Year 1	Funded
Deliver a dedicated HSC support program with a minimum of three events per year	Year 1	Funded
Design and deliver at least two programs per year in village locations across the Shire, including a children's and family-focused program such as Storytime, to strengthen community engagement and access.	Year 2	Funded
Develop and pilot a Library After Hours series to activate library spaces and attract new audiences	Year 2	Partially funded
Develop and pilot sensory-friendly sessions across a minimum of four programs each year, ensuring inclusive and welcoming participation for children and adults with sensory or neurodiverse needs.	Year 2	Funded
Pilot self-directed creative play activities such as Arts and Craft corner, Jigsaw and Games corner at all libraries	Year 1	Funded
Develop and pilot in conjunction with local performing arts groups a One Act Play program including script writing and performance	Year 4	Unfunded
Work alongside and collaboratively with First Nations peoples to facilitate sharing of stories, cultural heritage, language and knowledge	Year 3	Funded
Expand Tech Savvy Seniors initiatives and build skills in e-safety in partnership with community and government organisations	Year 4	Partially funded

What it looks like when we get it right!

When our programs are working, they inspire learning, creativity, and connection for people of all ages and abilities, both in the library and in the community. We will know we've succeeded when:

- ✓ Increased Community Satisfaction – At least 75% of program participants report enjoying and valuing programs, including feedback on inclusivity, creativity, and accessibility.
- ✓ Growth in Access and Participation – Year-on-year growth in number of programs delivered and program attendance, outreach participation, and engagement across libraries and village locations.
- ✓ Expanded Partnerships and Collaboration – At least two co-designed programs per year supporting broader participation and community engagement.
- ✓ Increased Learning, Skills, and Social Connection – At least 70% of participants report learning something new, developing new skills, or feeling more connected through programs.
- ✓ Program Diversity and Innovation – By Year 5, at least 50% of children’s craft and activity materials are sustainable, sensory sessions delivered in at least 4 programs per year, and new pilot programs such as maker spaces, after-hours activations, and creative play are successfully trialled and evaluated.
- ✓ Cultural and Local Heritage Engagement – Programs reflect local and First Nations stories, history, and cultural heritage, with positive feedback from community partners.
- ✓ Strong Digital Engagement – Growth in digital initiatives such as STEM kits, e-safety, or digital programs.
- ✓ Successful Funding and Resource Delivery – At least one external funding application secured every two years to support new programs, resources, or creative initiatives.
- ✓ Sector Recognition and Excellence – Submit at least one application per year to recognised library or local government awards, with the goal of achieving finalist or award recognition during the life of the Plan.

Goal 3: Our Collections Help You Discover, Learn and Explore

What this means

Our library collections are at the heart of what we do, providing a wide range of print, digital, and alternative items that support the community’s information, learning, and cultural needs.

Collections are curated to reflect the interests and diversity of our community, including:

- Local history celebrating community identity and heritage
- Contemporary reading, listening, and viewing materials for all ages
- Alternative borrowing items, such as a Library of Things, to support sustainability and experimentation

We actively promote the library and its resources, helping people discover what's available and engage with collections both physically and digitally. Modernisation is key, many collections are aging, and we need to ensure they remain relevant, current, and shaped by community input.

Why it matters

The library collection is central to public libraries, enabling them to:

- Support literacy, lifelong learning, and recreation for all ages
- Preserve and share local history and cultural memory, including Indigenous stories
- Respond to the changing demands for physical and digital content and community-generated materials
- Foster a love of reading and creativity, helping the community connect, learn, and explore
- Incorporate sustainable, innovative approaches, including Libraries of Things, extending access to tools, equipment, and technology

A well-curated and promoted collection ensures the library remains relevant, inclusive, and engaging, attracting new members and maintaining the trust and love of long-term users.

What you'll notice

- Collections that are modern, relevant, and shaped by community input
- Access to local studies collection
- Availability of alternative items for borrowing across the library network
- Print, digital, and creative content that responds to changing community interests and technology trends
- Active promotion of the library and its collections through marketing, branding, and digital channels
- Discoverable collections that support learning, literacy, exploration, and enjoyment across generations

Let's make our collections and library services easy to discover — here's how we'll do it.

Action	Commencing	Resourcing
Continue to expand the Library of Things including initiatives such as a Seed Library and Memory Kits to provide non-traditional, hands-on resources that support active discovery, community connection, and lifelong learning.	Year 1	Funded
Redesign collections to be organised by genre and discovery themes across all branches, making resources easier to browse and access.	Year 1–Year 4	Funded
Explore and implement contemporary collection display approaches, including assessing feasibility and potential partnerships with the Upcycle Centre to create engaging, sustainable, and dynamic displays	Year 2	Funded
Review and cost the feasibility of implementing shelf-ready and progress to ensure greater efficiencies	Year 1	Funded
Analyse and update collection usage patterns annually, developing selection profiles to ensure collections remain relevant and responsive to community needs.	Year 1	Funded
Relocate the Local Studies Collection to the Gibraltar Room at Moss Vale Civic Centre, improving public access and creating a central, one-stop hub for exploring local history.	Year 1	Funded
Seek funding and digitise the Local Studies Collection to preserve local history and make it widely accessible online.	Year 2	Unfunded
Review and update the Collection Management Policy to ensure alignment with contemporary library standards and community expectations.	Year 1	Funded
Strengthen reader advisory and engagement by curating 'Trending on BookTok' displays and digital lists for target collections, highlighting new, trending, and recommended titles across both physical and social media platforms, including Instagram	Year 1	Funded
Implement library-led book club initiatives, including themed programs such as "Books as Movies," to encourage social reading and engagement.	Year 2	Funded
Investigate e-gaming availability with appropriate furniture and supporting loan collection	Year 4	Unfunded
Enhance user awareness and engagement with the library's electronic collections to maximise their use for learning, research, and information access.	Year 1	Funded
Develop an annual "Library Recycle & Reuse" program, including an in-library book sale and participation in local markets and events, to generate revenue, promote sustainability, and encourage community reuse of withdrawn items.	Year 2	Funded

What it looks like when we get it right!

When our collections are working, people can easily find what they're looking for, are inspired to explore new ideas, and return to the library to learn, create, and enjoy. We will know we've succeeded when:

- ✓ Relevant and High-Performing Collections – Annual stock turnover increases year on year with items actively borrowed and reflecting community interests.
- ✓ Growth in Borrowing and Use – Year-on-year increase in the number of items borrowed, including print, digital, and alternative items (e.g., Libraries of Things).
- ✓ Collection Profiling and Relevance – Regular community-informed reviews ensure collections reflect interests, diversity, and emerging trends; outdated or underused items are replaced.
- ✓ Discoverability – At least 80% of users report being able to find what they are looking for easily, whether in-branch or online, and surveys indicate clarity and ease of access.
- ✓ Local Studies Collection Relocation – The collection is successfully relocated to Moss Vale Civic Centre (Gibraltar Room) in Year 1 of the Plan, with improved usage and access metrics post-move.
- ✓ Local Studies Digitisation – At least one external funding application submitted every two years to support digitisation, with measurable progress in making the Local Studies Collection available online.
- ✓ Successful Promotion and Engagement – Library resources are consistently highlighted through digital channels, social media, and in-branch displays, increasing awareness and engagement.

Goal 4: Our Services Help You Connect, Learn and Participate

What This Means

Library services are active, visible, and trusted hubs where people can access information, digital tools, and support. We aim to make every library interaction personal, productive, and welcoming, encouraging residents to engage regularly and feel a sense of pride and belonging in their libraries.

We meet the community where they are: at home through the Home Library Service, in villages via the mobile library, online through digital platforms, and in community spaces at events and outreach programs. Beyond providing resources, libraries play an active role in civic life, offering access to state and federal services, supporting participation, and helping both new and long-standing residents connect, learn, and engage with Wingecarribee.

Why it matters

Community expectations of libraries are evolving. Residents now seek services that are contemporary, relevant, and accessible, both online and in-person. Without ongoing improvement, there is a risk that libraries could be perceived as less essential or disconnected from local needs. By continually enhancing and promoting our services, we ensure that libraries remain visible, valuable, and inclusive spaces that support:

- Lifelong learning and digital inclusion
- Civic engagement and social participation
- Equitable access for people of all ages, abilities, and locations

What you'll notice

- A contemporary, easy-to-navigate library website and app
- Expanded Home Library and outreach services, including partnerships with local organisations
- Updated mobile library schedules and visible presence at community events
- Improved self-service technology and library management systems for faster, easier borrowing
- Digital signage and communication channels promoting programs, events, and library services

Let's make it easy to discover and use our services, here's how we will do it:

<i>Action</i>	<i>Commencing</i>	<i>Resourcing</i>
Launch a contemporary library website with enhanced functionality, including videos, interactive content, and links to social media platforms to improve access to information and engagement.	Year 1	Funded
Pilot and review a partnership with Meals on Wheels to expand the Home Library Service to more residents.	Year 1	Funded
Review and promote mobile library hours and locations, ensuring services are visible across villages and community networks.	Year 1	Funded

Position the mobile library as an active community presence by attending at least two annual village events, including Bundanoon Folk Festival and Robertson Show, to promote services and expand participation	Year 2	Funded
Launch and promote the library app to increase access to digital collections, services, and notifications for the community.	Year 1	Funded
Develop and execute a strategic marketing plan, including video and social media content, to consistently communicate available services, programs, and resources to all community audiences.	Year 2	Funded
Upgrade and implement library self-service checkouts to improve efficiency, accessibility, and user experience.	Year 1	Partially Funded
Assess the feasibility of expanding and managing bookable access to meeting rooms at the Old Town Hall to maximise community use and generate additional revenue	Year 2	Partially funded
Train and support library staff as Destination Ambassadors	Year 1	Funded
Support and grow our volunteers by finding new opportunities for them to connect and support their community through the library	Year 2	Funded
Prepare a business case to recruit a Local Studies Librarian and Youth Librarian ensuring the library service meets NSW Public Library Standards and delivers high-quality, targeted services to the community.	Year 3	Unfunded
Audit, seek funding and update technology to ensure it remains contemporary and aligned to industry and council standards	Year 3	Partially funded
Establish relationships and campaigns with library ambassadors to publicly advocate for the libraries value and relevancy	Year 2	Funded

What it looks like when we get it right!

When our services are working, people can access library resources and technology wherever they are in person at one of our libraries, at home, in villages, or online and feel confident, included, and engaged. We will know we've succeeded when:

- ✓ Increased Community Satisfaction – At least 80% of residents report satisfaction with library services, including accessibility, helpfulness of staff, and usability of digital platforms.
- ✓ Growth in Access and Participation – Year-on-year increases in use of library services, including the Home Library Service, mobile library, outreach programs, and online platforms.
- ✓ Strong Digital Engagement – Growth in website visits, app usage, online resource access, and self-service transactions, reflecting ease of use and digital inclusion.

- ✓ Expanded Outreach and Visibility – Residents report being aware of library services and programs, with participation in community events and partnerships increasing year-on-year.
- ✓ Equitable Access Across the Shire – Services reach people in villages, remote areas, and those with mobility or other access challenges, measured through Home Library Service usage, mobile library stops, and community feedback.
- ✓ Successful Service Improvements – Implementation of new digital signage, library management systems, or technology upgrades is completed as planned and positively evaluated by users.
- ✓ Successful Promotion and Engagement – Year-on-year growth in online engagement, including increases in social media followers, e-newsletter open and click-through rates, website visits, and visibility of collections and programs through digital channels and in-branch displays, demonstrating greater community awareness and participation.

How We'll Track Our Progress

We are committed to being transparent and accountable in delivering this Plan. Progress against actions and key measures for each year of the Plan will be reported through Council's six-monthly delivery program progress reporting and summarised in Council's Annual Report, ensuring our community can see how their libraries are evolving and performing.

As part of the NSW public library network, Wingecarribee Libraries also complete annual statistical reporting through the **NSW Public Libraries Statistics Collection**, coordinated by the State Library of New South Wales. This reporting enables benchmarking across councils, supports continuous improvement, and provides evidence for strategic planning, funding applications and advocacy.

At the end of the five-year period, this Plan will be reviewed, community and stakeholder feedback will be sought, and a renewed plan developed to guide the next phase of service delivery.

Connecting with us

To connect with Council about the *Wingecarribee Libraries Strategy* there is a range of ways for you to contact us.

Visit us in person at one of our libraries:

Bowral Library

Moss Vale Library

Mittagong Library

Mobile Library

Chat with us online:

[Facebook](#)

[Instagram](#)

[LinkedIn](#)

[YouTube](#)

Email us: mail@wsc.nsw.gov.au

Send us a letter: PO Box 141 Moss Vale NSW 2577