

State Library of Queensland

STRATEGIC PLAN 2024-28



OUR VISION

A library of influence, inspiring and connecting people through knowledge, storytelling and creativity

OUR PURPOSE

State Library collects and preserves Queensland's cultural and documentary memory, providing free access to information, fostering knowledge and learning. We partner with local government to realise the potential of public libraries and Indigenous Knowledge Centres.

ENDURING VALUES

Access is free and equitable. We serve people everywhere in Queensland, onsite and online.

Diversity is celebrated. We seek and share the diverse stories of Queenslanders.

First Nations peoples and their knowledge, strength and resilience are centred. We are committed to respectful processes of truth-telling.

Our workplace is safe and purposeful. We respect the expertise of our people.

State Library supports the Queensland Government's objectives for the community:

- Good jobs:** Good, secure jobs in our traditional and emerging industries
- Better services:** Deliver even better services right across Queensland
- Great lifestyle:** Protect and enhance our Queensland lifestyle as we grow.

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

2024-25: \$74,673,000	2025-26: \$76,015,000	2026-27: \$76,042,000
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Artwork elements from: *Passing on knowledge tree* by Joey Laifoo of the Kala Lagaw Ya people (this page) and *State Library of Queensland's journey* by Chern'ee Sutton of the Kalkadoon people (over page)

OBJECTIVES	PERFORMANCE	STRATEGIES
Collecting memories Sharing knowledge and stories through our collections 	<ul style="list-style-type: none">Additions to Queensland Memory collectionsUse of collections	<p>Intentionally collect and share a trusted record of Queensland</p> <p>Enable respectful truth-telling practices by all and support Path to Treaty, centred on culturally safe co-design with First Nations peoples</p> <p>Preserve the collection for future generations through the development of resilient and robust systems and plans</p> <p>Reflect and reveal shared histories and new narratives through our collections and practices</p>
Enriching experiences Engaging our audiences through discovery, participation and learning 	<ul style="list-style-type: none">Visits to State Library onsite and onlineNew members	<p>Grow literacy, storytelling and lifelong learning through physical and digital experiences that enable and inspire</p> <p>Attract new audiences by celebrating and communicating compelling, innovative visitor experiences and programs</p> <p>Build inclusive digital experiences that are secure, rich and intuitive</p> <p>Prioritise easy to find and use information however people access collections, services and programs</p>
People and communities Building enduring, collaborative engagements and partnerships 	<ul style="list-style-type: none">Local Government satisfaction with State Library service deliveryIncreased online regional reach	<p>Advocate the value of libraries to achieve deeply local outcomes</p> <p>Embrace Brisbane 2032 by enhancing and accelerating services and programs</p> <p>Initiate and collaborate on diverse and culturally informed research to deepen knowledge</p> <p>Attract partnerships and investment to enhance service to Queenslanders</p>
Responsive innovation Pursuing innovative, sustainable and culturally responsive ways to deliver our services. 	<ul style="list-style-type: none">Overall visitor satisfaction with services and programsAverage cost per visit	<p>Champion an enriching workplace which is healthy, diverse and culturally responsive</p> <p>Invest in our people to embrace the opportunities and challenges in the digital age</p> <p>Pursue sustainable, resilient and innovative environments and systems across all our work</p> <p>Deepen our agility to ensure flexibility and responsiveness to our changing world</p>



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STRATEGIC OPPORTUNITIES

- 1. Connection** We create opportunities to reach and connect Queenslanders through engagement online and onsite, innovative digital experiences, responsive services and through partnerships with local government. We will partner to build inclusive communities which are digitally empowered and offer sustainable service delivery.
- 2. Children and families** We are positioned to achieve statewide impact for children and families through a coordinated and strategic approach to The Corner transformation and First 5 Forever.
- 3. Digital futures** We can build digital inclusion by combining the physical, technological and skills resources which exist in libraries and Indigenous Knowledge Centres with programs to improve digital access.
- 4. Truth-telling** We have the opportunity to make a significant contribution to Path to Treaty and truth-telling due to our diverse and rich collections, experience in community engagement and strong partnerships.
- 5. Strengthen democracy** We have the opportunity to strengthen democracy by sparking courageous conversations and citizen engagement. We will continue to champion intellectual freedom and media literacies.

STRATEGIC RISKS

- 1. Changing community needs** We must continually adapt to meet the diverse and evolving needs of people in Queensland by delivering innovative, relevant and accessible services.
- 2. Safety and security** We must manage the impacts of cyber threats, extreme weather events, natural disasters and prepare to respond to emerging risks. We must provide a safe and welcoming place for staff and visitors free from racism, discrimination, bullying and violence.
- 3. Workforce resilience** We must attract and retain skilled staff and pursue new ways of working. We will prioritise the health, safety and wellbeing of our people by building the capability, diversity and cultural responsiveness of our workforce.
- 4. Funding** We must advocate to secure funding, generate own-source revenue and attract new partnerships and investment.
- 5. Protecting our assets** We must invest in and protect State Library's collections, ICT and physical infrastructure to retain the high level of community trust.

COMMITMENT TO COMMUNITY OBJECTIVES

State Library supports the following Queensland Government sub-objectives for the community:

-  **Investing in skills** by providing all Queenslanders with free access to online learning resources
-  **Growing our regions** by enabling deeply local service provision in public libraries and Indigenous Knowledge Centres
-  **Connecting Queensland** through our partnership with local government to deliver public library services and Indigenous Knowledge Centres
-  **Honouring and embracing our rich and ancient cultural history** by enabling truth-telling through our diverse and rich collections, community engagement and exhibitions
-  **Backing our frontline services** by delivering world-class reference and information services

COMMITMENT TO CREATIVE TOGETHER

State Library's objectives and strategies align with *Creative Together 2020-30: A 10-year Roadmap for arts, culture and creativity in Queensland* to:

- **embrace Brisbane 2032 across Queensland** — by accelerating programs and services to enhance and build cultural experiences that celebrate what is uniquely Queensland
- **elevate First Nations arts** — by sharing and celebrating First Nations perspectives through language revitalisation, knowledge creation and truth-telling in culturally informed and respectful ways
- **activate Queensland's places and spaces** — enabling statewide access to collections and integrating rich digital experiences into programs, learning initiatives and exhibitions
- **drive social change and strengthen 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.

State Library, in partnership with National and State Libraries Australasia and the global public library sector, supports the *United Nations 2030 Sustainable Development Goals*. This includes providing free public access to information, providing opportunities for all Queenslanders to pursue lifelong learning, and ensuring the management and access to collections and services is culturally informed and respectful.

State Library respects, protects and promotes human rights in our decision-making and actions. State Library acknowledges that Aboriginal and Torres Strait Islander self-determination is a human right as enshrined in the *United Nations Declaration on the Rights of Indigenous Peoples*. The *Queensland Human Rights Act 2019* also recognises the significance of the right to self-determination of Aboriginal and Torres Strait Islander peoples.