

STATE LIBRARY<sup>7</sup>  
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:

- **Safety where you live**
- **Health services when you need them**
- **A better lifestyle through a stronger economy**
- **A plan for Queensland’s future**

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

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



# State Library of Queensland

## STRATEGIC PLAN 2024–28

### 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 and trust** We have the opportunity to share the diverse lives and experiences of people in Queensland in trusted and respectful ways through collections, community engagement and 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's objectives and strategies deliver on Queensland Government objectives for the community

#### A better lifestyle through a stronger economy

- Relieving cost of living pressures through free access to library spaces, collections and services.
- Creating better lifestyles through partnerships with local government for libraries and IKCs which contribute to the livability of local communities.
- Delivering digital inclusion programs to ensure a stronger economy by expanding opportunities to participate in the digital economy.

#### A plan for Queensland's future

- Preparing young Queenslanders for the future by creating safe, meaningful and memorable experiences onsite, online and in libraries and IKCs.
- Building world-class cultural experiences for Queenslanders and visitors, contributing to the Olympic and Paralympic Games legacy.

### 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.