



Northern
Territory
Government

NORTHERN TERRITORY LIBRARY



STRATEGIC PLAN 2015-2018





TERRITORY STORIES: DISCOVER, CONNECT, CREATE

The Northern Territory Library is where the community comes together to share, celebrate and create Territory stories. It is a place of learning and ideas, of knowledge and discovery, which connects people with information, each other and the wider world.

The Northern Territory Library will achieve this vision through the fulfilment of two complementary roles.

The Northern Territory Library will collect, grow and energise the knowledge of the Northern Territory for current and future generations.

The Northern Territory Library will lead, develop and represent the library sector in the Northern Territory.



DISCOVER CONNECT CREATE

TERRITORY STORIES

INTRODUCTION

The Northern Territory Library's Strategic Plan 2015-2018 is built from a conversation with the Northern Territory community. Over the past few months we have talked and listened to those who currently use our services; those who might do so in future; and organisations that we work with today, or may work with tomorrow. Two very strong themes emerged from these discussions as to the roles that the community needs the Library to perform, and our focus over the next four years will be to invest our energies in these areas.

Firstly, to ensure that the documentary heritage of the Northern Territory is collected, preserved and kept safe, and made accessible so that it can be put to use, not only today, but for future generations. As part of this, we particularly look forward to supporting the creation of new knowledge and stories about the Territory, in all their different forms.

Secondly, to strengthen the leadership role that the Northern Territory Library has in supporting all library services in the Territory, especially the 32 public libraries, whether they are located in larger towns or in remote communities.

Over the next four years we will seek to provide as many opportunities as possible for the community to engage with the Library, to collect and tell Territory stories that represent our community in all its diversity. I am grateful to all those who contributed to the development of this Plan, and welcome further contributions as we work to implement it.

In the meantime, the Northern Territory Library looks forward to continuing to serve all Territorians, and all those with an interest in the Territory, its past, present and future.



Patrick Gregory
Director, Northern Territory Library



OUR COMMUNITY

This Strategic Plan has been developed to respond to the needs of the diverse and remarkable communities that make up the Northern Territory. Their stories are as old as the land and evolving with each new generation of Territorians.

These communities use the Northern Territory Library for a wide range of purposes:

- for specialised information about the Territory, be it for historical or genealogical purposes, or to support academic research and policy development
- for discovery, to learn more about the richness and diversity of Territory stories and the world in which we live
- for educational purposes, from school visits to tertiary studies
- for tourism, as a place to learn more about the Territory and its culture

The Northern Territory Library serves a Territory population of 240,000, which is characterised by its cultural and linguistic diversity, mobility, and the distance between population centres.

Thirty percent of the population are Indigenous Australians, with some of the oldest and richest cultural traditions on the planet. We will work with Indigenous communities to develop and manage their own cultural collections and stories in local languages.

Twenty seven percent of Territorians speak a language other than English at home. As well as many Indigenous Territorians, these include the multicultural communities

that have made such a significant contribution to the Territory's development. One in four of our population was born overseas, in scores of different countries.

The Northern Territory is characterised by remoteness, having the lowest population density in Australia. As a library for all Territorians we will seek to overcome the barriers of distance by increasing the amount of material available online and working in communities with the support of a range of partners, including the public library network.

The Northern Territory also has a very young population, with nearly a quarter aged fourteen years or below. We will support the education of younger Territorians to ensure that they have the skills and knowledge to equip them for the future, and can access the wealth of Territory stories from previous generations.

We also serve all those beyond our borders who have an interest in the Northern Territory: visitors and tourists, expatriates who have left the Territory but retain a strong affection for the place, and our neighbours in south-east Asia with whose cultures the Territory has such a strong historical connection.

By growing and preserving the collections of today, we serve the communities of tomorrow and ensure that the knowledge and stories of the Northern Territory are passed on to future generations.

OUR PLACE



The Northern Territory Library is a public library, open to everyone, with a physical presence at Parliament House, and an online presence accessible anywhere. It is different to other public libraries in the Territory though, as it aims to collect, preserve and share with the community the documentary history of the Northern Territory in all its forms, physical and digital. This function is underpinned by the *Publications (Legal Deposit) Act 2004*, which requires publishers to provide the Library with a copy of any document published in the Territory.

Among its service and industry leadership roles the Northern Territory Library:

- provides access to the Northern Territory collection at its Parliament House location, through online access, and through events and exhibitions
- supports the public library sector through
 - provision of a library management system
 - operational grant funding through the Public Library Funding Agreement
 - collaborative purchasing arrangements for library materials
 - provision of Community Stories software to remote libraries to support local collecting
 - staff training and support
- provides a Parliamentary Library Service to support members of the Legislative Assembly
- operates community library services at Taminmin and Nhulunbuy

The Northern Territory Library is part of the Department of Arts and Museums, within the Northern Territory government. The Library supports the Department's aim of developing, sustaining and enhancing cultural, scientific and economic outcomes for the Northern Territory by providing opportunities for people to create and participate in the Territory's cultural life and heritage and provision of vibrant and engaging library programs, collections and spaces.

We contribute to the vision of a confident culture in the Northern Territory, a culture that values and celebrates the diversity of its people and allows all Territorians to follow their own traditions and languages through a focus on an inclusive and participative society.

The Library also pursues partnerships, strategic alliances and collaborative activities with Government agencies, museums and cultural institutions, historical organisations, collecting agencies (in the Territory and interstate), educational organisations and community groups. This includes membership of the National and State Libraries Australasia (NSLA) group of libraries, which works collaboratively to strengthen library capability and information infrastructure across Australia and New Zealand.

OUR STRATEGIC PRIORITIES

This Strategic Plan has been developed through extensive consultation with current and potential library users, the Northern Territory library sector, and other stakeholders and partners. It has been informed by research into contemporary library trends and practice at an international level. Actions in support of the Strategic Plan will be detailed in annual Business Plans which will be informed by further community consultation, research and evaluation.

This Plan sets a clear direction for the Northern Territory Library over the next four years through a focus on three strategic priorities. To achieve our mission the Northern Territory Library will:

1 COLLECT, GROW AND ENERGISE THE KNOWLEDGE OF THE NORTHERN TERRITORY FOR CURRENT AND FUTURE GENERATIONS

2 LEAD, DEVELOP AND REPRESENT THE LIBRARY SECTOR IN THE NORTHERN TERRITORY

3 STRENGTHEN OUR CAPABILITY TO EFFECTIVELY DELIVER THESE FUNCTIONS

The Library will also continue to fulfil current service commitments:

- provide a Parliamentary Library Service to members of the Legislative Assembly and their staff
- operate community libraries in Taminmin and Nhulunbuy
- complete the Remote Indigenous Public Internet Access (RIPIA) project

Within the period of this Plan the Library will particularly focus on supporting:

- specialists, such as researchers, family historians, parliamentarians, and creatives looking to develop new Territory stories and knowledge
- culture seekers who have a desire to broaden their knowledge about the Territory, whether locals or tourists
- educational audiences, especially younger Territorians and school groups
- Indigenous communities seeking to record and preserve local knowledge
- multicultural and other Territory communities looking to document and celebrate their particular histories



1 COLLECT, GROW AND ENERGISE THE KNOWLEDGE OF THE NORTHERN TERRITORY

Collection development and management

Collect and preserve the Northern Territory history and culture

Collection access

Easily accessible content: onsite, online and out reach

Energise the collection

Programs/events to target key audiences:

- Specialists
- Culture Seekers
- Education

2 LEAD, DEVELOP AND REPRESENT THE LIBRARY SECTOR

Development of the library sector

Learning, Standards, Capability

Representation

Research, Evaluation, Advocacy

Service management

Grants, Digital Infrastructure, Collections

3 STRENGTHEN ORGANISATIONAL CAPABILITY

Community engagement, collaboration and partnerships

Communications and promotion

Learning Organisation: developing skills and improving processes

Research and evaluation

SPECIALISED SERVICES

Parliamentary Library Service

Taminmin and Nhulunbuy community libraries

Remote Indigenous Public Internet Access (RIPIA) program



PRIORITY 1

COLLECT, GROW AND ENERGISE THE KNOWLEDGE OF THE NORTHERN TERRITORY

The Territory has a long and rich tradition of stories and knowledge, from those of the Indigenous peoples of this country to those of more recent pioneering and immigrant communities. The Northern Territory Library aims to comprehensively collect the documentation of this history in all its forms, including all information published in and about the Territory. This includes the collection in print and/or digital form of published books and journals, newspapers, ephemera and grey literature, maps, photographs, websites, multimedia and personal and organisational archives.

The Library recognises that the ongoing collection and preservation of Territory history and culture is a shared responsibility. Local ownership and management of Indigenous community collections is to be supported wherever possible, as is the development of collections by community groups and organisations.

Given the growth of the Territory in recent years and the extraordinary range of activity currently going on across the Territory, we will place particular emphasis on documenting contemporary stories and experiences to share with both current and future generations, and will seek to engage with the community in the creation and documentation of these stories.

Emphasis will be given to the digital channel in order to maximise our capacity to share Territory stories and knowledge with all Territorians and with the world. Our programs will seek to showcase the Northern Territory collection in all its forms, to tell Territory stories and to support the development of new content which will grow the collection for the future.

Our collecting will take place within the framework of a broader Content Strategy which will also define the content that we will make accessible to Territorians, through licensing, digitisation and content creation.

The Northern Territory Library will also work closely with the public library sector to ensure that collections for both recreation and learning are provided across the Territory.

In fulfilling this role the Library will undertake three essential areas of work:

- collection development and management
- collection access
- energising the collection

COLLECTION DEVELOPMENT AND MANAGEMENT

The Northern Territory Library has a critical responsibility for management of the Northern Territory collection. This includes:

- clearly defining the scope of the collection, and its relationship to the collections of other institutions
- growing both physical and digital collections through legal deposit, purchase, donation and community contribution
- describing the collection to facilitate discovery and access
- preserving the collection for long-term future use

PRIORITY ACTIONS 2015-2018

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| 1.1 | Grow and broaden our collections of Northern Territory stories, history, culture and knowledge, providing greater opportunities for the community to engage in this process. |
| 1.2 | Develop a Content Strategy and review our Collections Development Policy to focus on Northern Territory related collections, with greater emphasis on contemporary and digital materials. |
| 1.3 | Develop and implement a Collections Management Plan to ensure that materials are properly described, stored and preserved. |
| 1.4 | Support communities to build and preserve their own digital Northern Territory heritage collections, especially remote communities seeking to safeguard Indigenous knowledge. |
| 1.5 | Work toward development of a digital preservation system within the national context to secure our online content for future generations. |

COLLECTION ACCESS

Increased and more widespread use of the collection is reliant on user-friendly and effective discovery tools, and easy access to collection items.

Given the geographical spread of the Territory population and increased use of the internet and mobile devices, a priority of the Northern Territory Library will be to increase the amount of the collection that is accessible online. This will involve both expansion of the digital collection and improvements to online access, and will have clear benefits to users in regional and remote areas, to researchers, to school students, and those around the world with an interest in the Territory.

Over the next four years the Library will also explore opportunities to increase access to the collection through enhancement of its services at the physical library, and through outreach programs. Strong connections with national library networks will also ensure access for Territorians to information not collected by the Library.

PRIORITY ACTIONS 2015-2018

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| 1.6 | Grow our digitisation program to increase the amount of historic Northern Territory content available online. |
| 1.7 | Create the Northern Territory Digital Library to provide seamless access to online content and services to all Territory communities regardless of location. |
| 1.8 | Improve collection discoverability online by ensuring that it is findable through popular search tools such as Google and Trove. |
| 1.9 | Develop online information resources about Northern Territory stories, history and culture as part of our Content Strategy. |
| 1.10 | Review opening hours and other opportunities to improve physical access to the Library and ensure that it is a welcoming space. |

ENERGISING THE COLLECTION

Access to the collection, though, is not enough. The Library will work to bring the collection and its rich Territory stories to life. We will look to reshape programs, events and exhibitions to encourage active engagement with the collection, and in particular to expand programs that support the creation of new Territory knowledge and stories to grow the collection for the future.

PRIORITY ACTIONS 2015-2018

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| 1.11 | Develop an events and exhibitions program that showcases and grows the collection, with a particular focus on Indigenous, multicultural, creative and historical communities, and links to the South East Asia region. |
| 1.12 | Create a flagship exhibition showcasing the unique history of the Northern Territory and its stories to engage cultural tourists and school groups. |
| 1.13 | Equip key partners (including educators) to facilitate wider access to the collections. |
| 1.14 | Develop an education services program to engage more young people with the collection. |
| 1.15 | Refresh physical space and services to support diverse client needs and interests. |

PRIORITY 2

LEAD, DEVELOP AND REPRESENT THE LIBRARY SECTOR

The library sector in the Northern Territory includes public, university, school and government libraries. Collaboration between these areas can produce significant benefits for all. The Northern Territory Library's role falls into three main areas.

SECTOR LEADERSHIP AND DEVELOPMENT

- professional learning
- industry standards (e.g. physical spaces, collections management, digital services, programs)
- sector engagement and capability building

REPRESENTATION

- research and evaluation
- advocacy and industry promotion

SERVICE MANAGEMENT

- public Libraries Funding Agreement
- digital infrastructure
- collaborative collection purchasing and management

The Library has a longstanding relationship with the Northern Territory public library network, which comprises 11 municipal libraries and 21 community libraries. The Library currently administers operational funding grants through the Public Libraries Funding Agreement, and provides public library collections funding through the Library Resource Allocation. It facilitates support and training for public library staff and provides a Library Management System for public, school and government libraries.

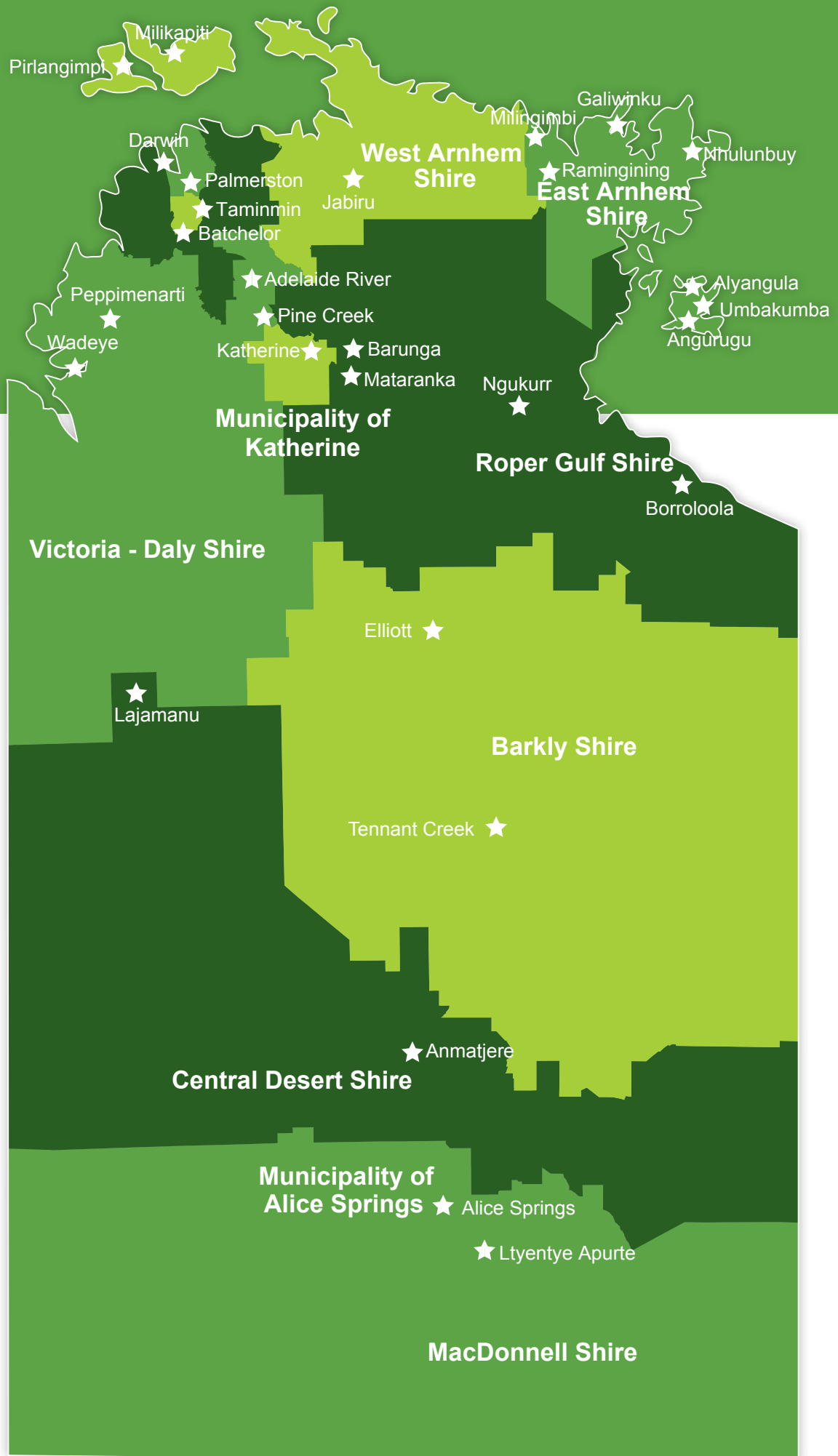
The Northern Territory Library also has significant relationships with libraries at Charles Darwin University and the Batchelor Institute of Indigenous Tertiary Education, other Territory government departments, and the school library sector.

Over the next four years the Northern Territory Library intends to work even more closely and collaboratively with the library sector as a whole to:

- improve sectoral digital infrastructure
- develop online collections, in particular increasing access to ebooks for Territorians
- support remote Indigenous communities to manage their own cultural collections
- develop the capabilities of library staff
- explore improved collaborative operational models to enhance library service delivery
- collect evidence to demonstrate the value of libraries to Territory communities
- build sectoral capacity to support early childhood literacy

PRIORITY ACTIONS 2015-2018

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| 2.1 | Establish and sustain a Library Sector Advisory Group to explore collaborative opportunities for sector development, including opportunities for information sharing, learning, innovation and advocacy. |
| 2.2 | Provide ongoing support to Northern Territory public libraries and help build the capability of the public library sector. |
| 2.3 | Collaborate with and contribute to professional and industry organisations at the national and international level. |
| 2.4 | Implement a new Library Management System for the network. |





PRIORITY 3

STRENGTHEN ORGANISATIONAL CAPABILITY

We understand that we will only achieve our organisational goals if we are a strong, strategic, connected and innovative organisation.

The way the Northern Territory Library works over the next four years will be driven by the ongoing strengthening of our relationships with Territory communities. We will ensure that we understand what Territorians need from us through consultation and research. We will work in partnership with a wide range of other organisations to deliver outcomes that neither could achieve in isolation. We will improve our communications in order to help the community to make full use of the Library, and we will increase opportunities for community participation in the development of our collections and services.

We will maximise the skills and capabilities of our staff by being a learning organisation, dedicated to continually improving the way we deliver our services and the way we work together and with our partners. We embrace our professional responsibilities and the values of the Northern Territory Public Sector: Commitment to Service; Ethical Practice; Respect; Accountability; Impartiality; Diversity. In particular, we will build a culture of research and evaluation within the Library to ensure that we are consistently working to meet the high standards which the community expects of us.

PRIORITY ACTIONS 2015-2018

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| 3.1 | Partner with other organisations, especially through collaborations that recognise and celebrate the diversity of Territory communities. |
| 3.2 | Develop a Communications Plan for the Northern Territory Library, including branding, signage and social media. |
| 3.3 | Establish and sustain a Collections Advisory Group to clarify Northern Territory Library collection responsibilities and explore collaborative opportunities. |
| 3.4 | Develop and implement a Research and Evaluation Plan to understand community interests, inform program development and support advocacy. |
| 3.5 | Grow the capability of the Northern Territory Library as a learning organisation which values and supports the ongoing development of staff and clients. |
| 3.6 | Strengthen community connection and engagement through establishing a Volunteer program and opportunities for the community to participate in sharing their own Territory stories. |
| 3.7 | Establish the Northern Territory Library as a centre for excellence for digital collecting in the Northern Territory. |
| 3.8 | Optimise business processes to ensure efficient and effective service delivery. |

SPECIALISED SERVICES

The Northern Territory Library will continue to fulfil current commitments to delivery of a range of specialised services.

PARLIAMENTARY LIBRARY SERVICE

The Northern Territory Library is located at Parliament House. Through the Parliamentary Library Service the Library provides a range of services to parliamentary clients – primarily members of the Legislative Assembly and their staff. These services include access to specialist collections, research services and information resource training, designed to improve the policy development, scrutiny and representational functions of the Legislative Assembly and its members.



TAMINMIN AND NHULUNBUY COMMUNITY LIBRARIES

In addition to service provision through its Parliament House location and support for public and community libraries across the Northern Territory, the Northern Territory Library is currently responsible for direct management of two joint-use libraries – the Taminmin Community Library at Humpty Doo and the Nhulunbuy Community Library.



REMOTE INDIGENOUS PUBLIC INTERNET ACCESS (RIPIA) PROGRAM

Since 2010 the Northern Territory Library has delivered the Commonwealth grant-funded Remote Indigenous Public Internet Access (RIPIA) program in the Northern Territory. The project provides internet access and digital literacy skills training to 40 remote Indigenous communities. The current National Partnership is due to conclude in mid-2016.



EVALUATION AND PERFORMANCE INDICATORS

The Northern Territory Library is committed to research and evaluation, and the creation of a comprehensive evidence base to support decision making. A Research and Evaluation Plan will be developed to enable the Library to better understand community interests, inform collection and program development, track outcomes and support advocacy for Northern Territory libraries. Strategic outcomes will be demonstrated through collection of quantitative and qualitative data related to:

Collect, grow and energise the knowledge of the Northern Territory	<ul style="list-style-type: none"> • deepening understanding of community needs and interests • greater community awareness of Library collections and services • increased participation in library programs • greater service satisfaction among users • collection growth and diversification • increased discoverability and accessibility of the collection • increased utilisation of the collection • greater production of new knowledge and creative works
Lead, develop and represent the library sector	<ul style="list-style-type: none"> • deepening understanding of stakeholder needs • greater stakeholder awareness of NTL collection and services • greater participation by stakeholders in targeted activities • increased knowledge and skills in the library sector • increased satisfaction among sector stakeholders • more advocacy activities with greater impact
Strengthen organisational capability	<ul style="list-style-type: none"> • greater use of consultation to inform program design • increased number and productivity of partnerships • greater engagement with library programs and services • increased value placed on learning • integrated use of evaluation in program design, delivery and review
Specialised services	<ul style="list-style-type: none"> • increased service use • increased service satisfaction

Where possible the Library's outputs and performance will be benchmarked against relevant organisations and industry standards.



TERRITORY STORIES: DISCOVER, CONNECT, CREATE



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