

Local Government: Paroo Shire Council
Project Name: Bringing Cunnamulla Library into the Future

Our library has undergone a huge transformation the past year. This includes, a wonderful new circular customer service desk, a ten-foot timber tepee decked out like a cubby house, tongue and groove walls, a new extra-large French door with crim safe inbuilt.

The library is now the new location of the Shire's Honour board which lists our World War I servicemen/women. We are currently waiting for our carpenter to install wall to floor cupboards behind our new circular service desk. The previous location of the Honour Board was Paroo Shire Council Civic Centre. However, when the Civic Centre had to be demolished to make way for the new CECC (Community Enterprise Civic Centre) it was decided to permanently locate the Honour Board to the library (rather than the museum), to reward our passion for ANZAC/Remembrance Day and to acknowledge the work the library does in educating our children/young people on the World Wars.

Since the relocation of the Honour Board, it has become more accessible to our young people/tourists, increased attendance and World Wars education to our children/young people. Prior to the Honour Board being relocated to the library, it didn't receive the exposure it now does. Upon entering the library, a 14-year-old asked, "Tammy what is that?!" When I explained what it was and where it had previously been located, he said "no wonder I hadn't seen it because I never go to the Council office!" A half hour history lesson ensued, led by the teenager, asking questions about the Honour Board and the World Wars. Our original walls were thin and dark from the days the library was the Masonic Lodge.

The walls were replaced with cream tongue and groove walls which lightens/brightens/modernises the library, all the while still staying true to the era of the Lodge. Our new circular customer service desk has taken customer service to the next level. Apart from the attractiveness the addition has created to our library, it has improved sight lines for us, and our customers. Our old customer service desk was outdated and high. We couldn't see who was entering the library, and patrons couldn't see us.

The new customer service desk has an inbuilt returns slot. This feature assists customers/ staff by providing conveniency/expediency for patrons purely wishing to return items. It also reduces congestion allowing us to serve other patrons. The size of our new customer service desk allows ample room for storage of resources and two staff to move around comfortably.

Other positives are better sight lines from the desk to our children's area, more room to tend to patrons' requirements, more workplace health and safety compliant because children can no longer run into/through our workspace. We are currently waiting on our wall to wall blending cupboards to be installed behind our desk. These cupboards will seamlessly blend in and store our First5 Forever and other resources. More innovative/creative ideas are already planned for our library which is already "next level" for a Rural Library and receives compliments daily.

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Local Government: Whitsunday Regional Council
Project Name: “Early Literacy is Everybody’s Business” Program

As part of the First 5 Forever Community Literacy Champions Grant 2019-2020, Whitsunday Regional Libraries received funding to deliver an “Early Literacy is Everybody’s Business” program. We invited local PCYC Branch Managers, Sergeant Billy Li and Sergeant Michelle O’Regan to be our Literacy Champions and promote libraries and early literacy.

PCYC Branch Managers engage with a diverse range of community members of all ages and backgrounds. They share a common interest with libraries in improving the wellbeing of the community through increased physical activity, socialisation, development of healthy habits, and development of language and literacy skills. Through the diverse range of programs they offer, the PCYC attracts new families in the region, making them ideal locations for a Library Station to extend the libraries reach out into the community.

The grant program was coordinated by the Team Leader – Bowen, Collinsville and Proserpine Libraries and delivered by the First 5 Forever Project Officer. In partnership with the PCYC branch managers, we identified underutilised areas of their buildings for the Library Stations. We then set about fitting these spaces out with fun, colourful signage and murals, together with furniture, games, toys, books and a noticeboard to promote activities for families within the community.

Project Plan:

Task	Timing	Who
1. Identify space for Library Station in PCYCs	Weeks 1-2	Team Leader, F5F Project Officer, PCYC Branch Managers
PCYC Whitsunday		
2. Liaise with WRC Properties & Facilities to demolish existing structures in the space	Week 3	Team Leader, Co-ordinator Properties & Facilities
3. Engage a local artist to paint mural utilising one of the F5F images	Weeks 4-6	Team Leader & F5F Project Officer and SLQ F5F Co-ordinator
4. Source soft furnishings and relevant resources as outlined in grant application	Weeks 6-8	F5F Project Officer
5. Finalise space	Weeks 9-10	Team Leader & F5F Project Officer, PCYC Branch Manager

6. Library Station Launch	Week 12	Team Leader, F5F Project Officer, PCYC Branch Manager, Councillor, local families
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Before:



After:



PCYC Bowen		
7. Clear and prepare designated space	Week 13	Team Leader & F5F Project Officer, PCYC Branch Manager
8. Source soft furnishings and relevant resources as outlined in grant application	Weeks 13-15	F5F Project Officer
9. Engage a local sign writing business to install F5F signage	Weeks 13-15	Team Leader & F5F Project Officer
10. Finalise space	Weeks 16-18	Team Leader & F5F Project Officer, PCYC Branch Manager
11. Library Station Launch	Week 20	Team Leader, F5F Project Officer, PCYC Branch Manager, Councillor, local families

Before:



After:



The installation of Library Stations at the PCYC branches provides greater access for families to early literacy activities and resources. These spaces offer a unique experience and a small taste of what our local library branches offer - an alternative space for families to engage with library resources on a more regular basis and an introduction to those who may not currently visit the library. The libraries investment in learning and literacy is ongoing, with staff visiting PCYC branches monthly to engage with families and provide children's activities and information about library services.

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Local Government: Western Downs Regional Library
Project Name: Words Out West: Western Downs Readers & Writers Fest 2021

Following on from the success of the inaugural festival in 2020, *Words Out West: Western Downs Readers & Writers Fest* returned in 2021 to deliver a *novel approach to storytelling*, with an assortment of activities for readers, writers, and lovers of words. The festival was led by the Western Downs Libraries team and sought to align with Council's strategic priorities of *Active and Vibrant Communities* and *Economic Development*.

Brand new to the *Words Out West* line up, *Schooners & Stories: An Evening with Shane Webcke* was a series of relaxed pub events at the Hotel Australia Miles and Warra Hotel on Friday 5 and Saturday 6 March respectively. Used as the 'trojan horse' of the festival (by getting typical non-libraries members excited about storytelling), *Schooners & Stories* encouraged attendees to pull up a chair and hear about the sport icon's journey from the bush to the Broncos and back again. Shane presented to a sold-out crowd at Warra, while 76 locals and 'Grey Nomads' joined us in Miles.

Back again after a whirlwind first year, the Dalby School Day returned on Friday 12 March — with the addition of a Chinchilla School Day on Thursday 11 March. Featuring a stellar program of talent, including Play School's Jay Laga'aia; author and ambassador Anita Heiss; and young adult novelist Will Kostakis; students from the Western Downs and beyond engaged with key literacy themes through a range of workshops, presentations and hands-on activities. Our attendees were also treated to home-grown literary talent, including videographer Geordie Lillis, author Kathleen Jennings and illustrator Ann-Marie Finn — sparking the imaginations of our youngest word-lovers.

Known as the highlight of the Words Out West calendar, the Festival Day on Saturday 13 March provided the best of local and national talent — right here on the Western Downs. Headlined by Frances Whiting, Nick Earls, Madonna King, and the hosts of Australian True Crime Podcast, our 148 (mainly visiting) attendees enjoyed keynote presentations, panels and workshops across popular and emergent genres. As a substitute for last year's Gala Dinner, guests were invited to spend an evening between the shelves and mingle with their favourite authors at Library After Dark immediately after the Festival Day.

Capping off the festival was the sold-out Writers Retreat on Sunday 14 March — this year set against the backdrop of one of the country's grandest working homesteads, Jimbour House. Author and journalist Kristina Olsson lead a group of 21 emerging authors to discover the art of memoir and life writing in what was described as an 'engaging, insightful and innovative' half-day workshop.

We also held a short story competition for adult writers which ran for two months prior to Festival Day. The winners were announced at the Library After Dark Event and their stories were accessible via our website.

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Local Government: Scenic Rim
Project Name: Yugambah Indigenous Story Book Project

As a library service we realised that there was a need to foster early literacy skills by increasing an awareness of our local indigenous languages of Mununjali, Yugarapul and Jagara. The development of our story book "Jarjum Gurema" and support resources have involved extensive collaboration between agencies in the Scenic Rim including Mununjali Jymbi Support Service, Yugambah Museum, Early Years Networks and other family support agencies.

With the support of grant funding and by utilising the First 5 Forever practices and programs we set out on a program to reflect a deeply local outcome of reviving our local Indigenous languages. The driver for this project was the local Indigenous Mununjali Jymbi Support team and First 5 Forever Program. The project involved the publishing of an indigenous story book, song and related teaching and learning resources.

Through the development of the song, the upcoming book launch and the free distribution of the story book, the First 5 Forever Program have already, and will continue to increase awareness and participation within the community. This project has tied in very closely with our First 5 Forever Community Literacy Champions grant program. Jamal Fogarty, an Indigenous Titans football player, was chosen as our champion to promote early literacy and the use of Yugambah language in the region. This is currently being achieved through Utube and Facebook clips, presented by Jamal Fogarty introducing pages of the picture book "Jarjum Gurema" and delivering early literacy tips. The picture book will be launched on the 23 September 2021.

We have 1500 copies of "Jarjum Gurema" to be distributed to families with children under five, in a range of settings including sporting clubs, playgroups, early education and care facilities and family support services. First 5 Forever outreach programs and events will ensure a wide reach to community that may not necessarily be connected with a library.



Our related Utube and Facebook clips, presented by Jamal Fogarty, promoting the book and our First 5 Forever literacy messages have been instantly praised and well received by our community.

As part of our Indigenous Signage Project Grant, we have been able to display Indigenous signs in three of our libraries, which also promote and encourage an awareness of the Yugambah language. A photo of one of these signs is displayed below. A local artist designed four different borders for our language signs. Extensive consultation with our local community, various organisations and in schools helped us to select the words we now have displayed in our libraries.



This project has significantly increased the awareness of Yugambah language and First 5 Forever principles, within our community. In the future we plan to publish story books in the other two languages of our region, Yugarapul and Jagara.

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Local Government: Bundaberg Regional Council
Project Name: The Reading Hunt Gin Gin

The Reading Hunt is a project financed by First 5 Forever which is an initiative of the Queensland Government through State Library of Queensland. Sharon Millett, the Library Coordinator in Gin Gin, was successful in gaining the grant funding and responsible for delivering the project.

Nine locations in Gin Gin were chosen in consultation with community groups and Bundaberg Regional Council's Parks, Sports and Natural Areas department. The locations include four different parks, a trail, the art gallery, the historical village, the Yarning Place and the library. Installed at each location are a First 5 Forever message for parents and six partially hidden little signs for children to discover. The mini signs feature Errol the Frog and contain prompts to talk, play, sing and read eg, "Can you see any kangaroos? Jump like a kangaroo!" (play). Pop-up story time sessions were held to launch the project and continue to be used to promote it.

Printed maps are available at Gin Gin Library and Gin Gin Visitor Information Centre and a digital version at artsbundaberg.com/libraries/reading-hunt-map

The Reading Hunt is a fun way of increasing early literacy skills in children aged 0 – 5 years by talking, reading, singing and playing. It also encourages families to visit the local parks and attractions in Gin Gin and, of course, the library! The Reading Hunt offers great flexibility as all locations, except the library, are available all day every day and it is self-paced. The Hunt can also be repeated over and over and re-visited as the children get older. Even though this activity is aimed at the Under 5's it has proven very popular with all primary school aged children as well. The success of the Reading Hunt in Gin Gin has prompted Bundaberg Regional Libraries to install the Reading Hunt in other areas of the Bundaberg Regional Council region.

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Local Government: Noosa Shire Council
Project Name: Noosa Seed Library

Created and coordinated by Noosa Library Service, the Noosa Seed Library is a joint initiative with Permaculture Noosa and the Cooroy Community Permaculture Garden with funding from the Queensland Government and the State Library of Queensland.

Starting 'from the ground up' the Noosa Seed Library provides seeds to library members to borrow, grow, harvest and return. While enjoying produce from the plants, members are also encouraged to complete the cycle by harvesting seeds from their plants to return to the library for others to borrow. Seeds are accessible at all library branches.

A series of educational workshops (for both adults and children) and instructional videos for the community are available to provide both inspiration and education and facilitate deeper social connections among community members interested in gardening, food, and sustainability issues.

These events provide the secondary benefit of establishing cross-visibility and awareness among various local groups that share comparable interests but that might not have been previously familiar with one another.

Intended & Achieved Outcomes

- Intergenerational knowledge sharing and participatory learning.
- Partnerships with local organisations and artists to provide a supported entrance into the gardening world for novices.
- Promotion of sustainable food practices and contribute to healthy lifestyle choices.
- Opportunities for local creatives to share knowledge, connect with each other and collaborate.

Learnings to assist in the future

- Standardise all the resources you use – try not to use items that are customised so they can be easily found through another supplier if needed.
- Simplify. Take the time to make the process as streamlined as possible for customers and for staff.
- Engage all library staff – have a representative from all branches involved on the working team and ensure all staff undertake training so they can promote the program.
- Social media (Instagram and Facebook) attract new customers; we saw a spike in engagement when our customers would post about the seed library on their channels and in local community board groups.
- COVID shutdown meant quite a few challenges with sourcing stock and many limits to our programming, but also allowed flexibility with timelines for launch.

The Noosa Seed Library collection and associated educational workshops will remain as a core service of the Noosa Library Service, with more interest and support for the collection sprouting and growing every day.

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Local Government: Central Highlands
Project Name: Print and Collect

The Print and Collect project was established through partnership with the library service, communications team, information communications technology (ICT) department and our pre-existing external partners Princh.

As per the attached *Project Management Plan – Library Public Kiosks* document, the library service replaced the coin operated kiosk with the new Public Access Computers (PACs). All PACs were installed with the Princh printing solution software to ensure council fees and charges were adhered to, without charging the public for access to the internet or computer access.

February 2020, the Coordinator Libraries made a request to enable identification numbers and Quick Response (QR) Codes for all nine public access printers across the library facilities. The ICT department worked with Princh to download updated software and assign the required details. This project was completed at no additional cost and is considered a value add encompassed by the annual software subscription (approximately \$8,000).

Once the individual printers were identifiable, the library service was able to generate posters with the details, update brochures and begin to raise awareness throughout the community for this service and the ability to print from any personal device, from anywhere, at any time. This new level to the printing service empowered the community and small local businesses that rely on the public library printers to access the libraries printing service during the COVID-19 lockdown within Central Queensland.

During lockdown, the library team promoted to the community that using the Princh website and application platforms, documents can be sent to their nearest library branch printer. Once the document order was placed, the document owner would call the library and confirm their collection time. The library team would release and package the documents, prior to placing on the collection trolley outside the library at the specified date and time. As the library also launched the Click and Collect service for other resource items such as books, DVDs and kits, at the same, one collection point was established and clearly signed at the front exterior of each branch. This enabled the library service to continue

to provide quality services to the community during lockdown; the doors were closed but the services were available and accessible.

One positive outcome of COVID-19 impact identified during this project is that library users previously hesitant or actively avoiding technology became less reluctant due to necessity. As the community was learning to complete online bookings, use QR Codes and online communication systems, the library service was not seen as imposing technology, but as a support network providing a service and the guidance desired to access these services.

The Print and Collect project has been implemented and reviewed across all nine library branches. The next phase is to deliver workshops and outreach opportunities to build more awareness and confidence across the region. A target to have information and promotion regarding this service established in all information centres and tourism hotspots is also being investigated, to ensure visitors to the region are able to access the Print and Collect service.

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Local Government: Ipswich Libraries
Project Name: Ipswich Children's Library Catalogue Interface

As part of the opening of the new Ipswich Children's Library, a solution was sought to create a more intuitive and seamless on-site experience for children to use the library catalogue proficiently and efficiently – which can be intimidating even for adults.

The experience needed to cater to children with emerging literacy right up to those in the final years of primary school. It therefore needed to have an uncluttered, image-based layout with textual links.

At the core of the project was a desire to increase information literacy in Ipswich's youngest generation, and to introduce them, in a fun and engaging way, to how to find the information they need. How the program was delivered, and who was responsible

- Ipswich Libraries identified internal resources within Libraries' Digital Experience team to build a bespoke, on-site Children's Public Catalogue interface by leveraging the Spydus API in a new and innovative way.
- The interface was launched on opening day of the Ipswich Children's Library to great critical acclaim from users, peers, and staff.
- The interface was designed to deliver the following experiences:
 - A child-friendly home screen featuring images coupled with simple text to promote early literacy.
 - A high interest browsing experience where popular subjects, series, authors etc are packaged and presented to the user via engaging images that can be clicked or tapped on.
 - To build searching confidence and encourage repeat searches, the interface returns ONLY items that are on shelf (to guarantee a successful searching experience for the children).
 - A 'treasure map' which shows the children the location of their specific search item within the library shelves.
 - Touch screen, keyboard and/or mouse access.

The experience was tested extensively using non-library staff members and the Children's team supported iterative development through continuous suggestions and feedback.

Outcomes, and how they met the objectives

Children visiting the new Children's Library embraced the catalogue experience with gusto. The uptake far exceeded expectations and the team's skills for readers advisory were well and truly engaged. It was not unusual to find children going back again and again to the catalogue to initiate a new search and follow yet another "X" on the treasure map to find another item they were interested in.

Engagement with the catalogue created many new opportunities for conversation between the team and customers and gave the team a greater understanding of their niche customer base.

Information literacy skills in children who used the interface were much improved. The

experience helped them understand:

- How information is grouped (through subjects, topics, series, authors etc. using the curated image prompts).
- How a library is organised. This is a great support for later learning, particularly when students will be required to do independent research.
- How to locate a Dewey number on the shelf and how like subjects are attributed like numbers.
- How to use cutters to narrow your search.
- The difference between collections like Picture books, fiction, and non-fiction.

Will the project/program continue

The interface will be a living thing. As new topical subjects, series or authors emerge there is a simple table in the backend which can be amended to refresh searches.

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Local Government: Ipswich Libraries
Project Name: Ipswich Children's Library

The dedicated, specially designed Children's Library is a new service model and customer experience initiative for Ipswich Libraries; a continuation of our vision to deliver innovative services to the community.

Creating original service offerings, extending the library's reach, and developing new customer experiences ensures the youngest residents of our city will be offered a library experience unlike any other in the country.

The country's first standalone public children's library is not like the libraries of yesteryear, the focus is very much on interactivity and engaging our young people as they learn, explore and play.

At the core of the project was a desire to increase information literacy in Ipswich's youngest generation. To introduce them, in a fun and engaging way, how to find the information they need with ease. Considered and tailored signage was designed to assist our young members to navigate easily the services and technology offerings.

Ipswich Libraries' Digital Experience team built a bespoke, on-site Children's Public Catalogue interface. Designed to deliver a child-friendly home screen featuring images coupled with simple text to promote early literacy, and generate an easy browsing experience where popular subjects, series, authors etc are packaged and presented to the user via engaging images which can be clicked or tapped on.

Tailored signage, combining text and visual cues help children navigate their way around the collection. Easy to read wayfinding with simple text, engaging images and QR codes facilitate ease of browsing.

For children in the early learning years, there is a specially designed interactive table with various games and experiences. For older ones there are unique, multi-reality interactive experiences, from augmented reality to interactive pneumatic pipes that feed life sized dinosaurs suspended from the ceiling. All of this complements a 35,000-strong collection of items that has been carefully curated just for kids aged from birth to 12.

Additional support of services are the dedicated children's library programs and specially trained teams. Story Time is held under the canopy of an expertly designed tree with its own built in reading nook.

Bespoke shelving houses custom designed reading nooks to induce and encourage prolonged engagement.

The Children's Library service focuses on increasing customer interactivity and engaging our young people as they learn, explore and play, ensuring they have the best opportunity for learning and growth.

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