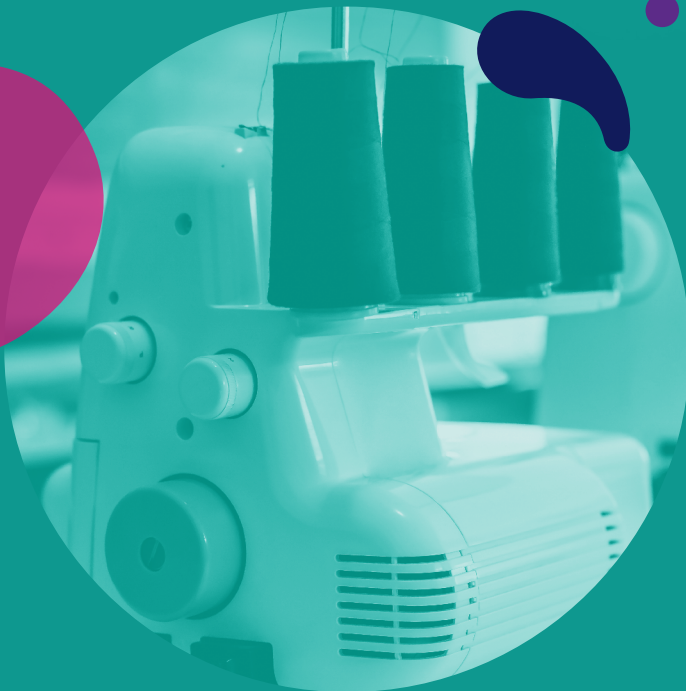citylibraries

City of Townsville

2025–2029

Townsville Citylibraries

Strategic Plan

Our Key Guiding Principles

Community First
Improving outcomes for the Townsville community, encouraging informed and empowered citizens through provision of resources that enable personal and professional growth.

Equity and Inclusion
Provide library spaces that are accessible, diverse and welcoming for all, with a focus on the culturally diverse, vulnerable and at-risk.

Our Strategic Pillars

Discover
Inspire curiosity and exploration through programs, collections and technologies.

Strategies
1.1 Curate inclusive collections.
1.2 Enhance access to lending through alternative service models.
1.3 Foster creativity, experimentation and innovation through programs, festivals, storytelling, STEM-focused initiatives and Makerspaces.

Goals
1.1.1 Conduct regular audits to align physical library collections with community needs, focusing on diverse, non-tech resources supporting creativity and research.
1.2.1 Mobile Library service delivery enhancement.
1.2.2 Develop Library Membership campaign.
1.3.1 Host biennial innovation festivals showcasing authors, literacy, emerging trends, technologies to engage the community including Festival of Stories and One Title One Townsville.
1.3.2 Deliver biennial STEM Faire expos to showcase creative projects and foster collaboration amongst learners and partners.
1.3.3 Enhance Makerspace with advanced tools such as 3D printers, robotic kits, coding platforms.
1.3.4 Collaborate with schools, community groups and industry to deliver STEM and digital innovation programs.
1.3.5 Invest in emerging technologies to prepare for future learning trends eg VR, AI and Internet of Things tools.

Connect
Strengthen community bonds through provision of inclusive spaces and programs that encourage collaboration and social interaction.

Strategies
2.1 Creative inclusive library spaces.
2.2 Offer tailored programs for social inclusion and development.
2.3 Expand outreach services.
2.4 Empower through collaboration and partnerships.

Goals
2.1.1 Transform existing branches into dynamic community hubs focusing on inclusivity and accessibility.
2.1.2 Integrate adaptive technologies to ensure inclusive access for individuals with diverse abilities.
2.2.1 Launch targeted programs for social isolation, cultural celebration, mental health, financial literacy and workforce readiness.
2.3.1 Expand outreach services across underserviced areas.
2.3.2 Explore opportunities for provision of dementia programs.
2.4.1 Partner with schools for early literacy and STEM programs that inspire innovation.
2.4.2 Collaborate with business to offer job training opportunities and study placements.

Learn
Foster a lifelong learning community through accessible programs, resources and initiatives.

Strategies
3.1 Enhance literacy and lifelong learning initiatives for all ages, with a focus on digital literacy, financial literacy and First 5 Forever.
3.2 Strengthen partnerships for enriched learning.
3.3 Work towards bridging the digital divide.
3.4 Promote cultural awareness.
3.5 Support inclusive and peer learning.

Goals
3.1.1 Develop a regional digital literacy campaign targeting all age groups supported by future-focused digital literacy workshops.
3.1.2 Expand Deadly Digital Inclusion programs to support digital literacy skills for First Nations.
3.1.3 Expand the library's digital collections and online platforms to reach users where they are.
3.2.1 Build and sustain strong collaborations with education institutions, local business and Smart Precinct NQ to amplify impact and reach.
3.3.1 Pilot a Digital Skills Accelerator Program for emerging technologies such as coding, AI and VR.
3.3.2 Offer digital literacy workshops for all ages covering topics from basic IT skills to advanced coding and AI.
3.4.1 Collaborate with First Nations leaders to develop programs and workshops celebrating First Nations heritage and traditions.
3.5.1 Establish a learning hub within the library for local educators, students and community groups to collaborate.

Belong
Create welcoming spaces that foster a sense of identity, inclusion and pride for all of the community.

Strategies
4.1 Enhance library infrastructure through innovative approaches.
4.2 Enhance and upgrade library facilities.
4.3 Prioritise accessibility and universal design.
4.4 Showcase Local History and identity.

Goals
4.1.1 Plan for new library branches in high-growth areas.
4.1.2 Explore alternative service models, such as 24/7 Lending Kiosks, for provision of library services across the region.
4.2.1 Conduct regular facility assessments to maintain welcoming and inclusive spaces, refreshing furnishings as required.
4.2.2 Improve asset management for library facilities.
4.3.1 Review design and layout of existing spaces to priorities inclusivity, accessibility and sustainability.
4.3.2 Design flexible spaces to accommodate diverse community programs and gatherings.
4.3.3 Develop a Furniture Replacement Plan with a focus on environmentally sustainable furniture and fittings.
4.4.1 Develop flagship programs and initiatives to showcase and celebrate Townsville's cultural heritage.

Sustainability and Innovation

Encourage sustainable practices and leverage technology in the delivery of programs to support education at all levels, from early literacy to advanced research.

Cultural and Historical Respect

Celebrate First Nations cultures, promote the unique cultural heritage of the Townsville region, including Indigenous histories and Torres Strait Islander contributions, and champion intellectual freedom.

Accountability and Excellence

Strive for value through streamlined and integrated service delivery, seeking to continually improve and drive community outcomes and ensure high standards of customer service delivery to meet community needs.

Our Vision

Townsville Citylibraries will be a dynamic network of future-ready community hubs that reflect the unique character of our region, nurture discovery and imagination, and foster a sense of belonging in a globally-connected city.

Our Purpose

Inspire, empower and connect the people of Townsville through accessible, inclusive and innovative library spaces that support learning, creativity and community growth.

Our Corporate Plan Goal Alignment

A City for Everyone
Inclusive programs and accessible spaces

A Sustainable and Resilient City
Environmentally responsible libraries

A Future-Ready City
Digital and innovative services

A Well-Managed City
Transparent and community-focused service delivery

Our Values

Safety
Excellence
Respect
Value
Enjoyment

Strategic Alignments and Partnerships

Townsville Citylibraries commits to:

- Collaborating with State Library of Queensland, Australian Library & Information Association, Queensland Public Libraries Association, ALIA Australian Public Libraries' Alliance and local organisations to remain abreast of trends and drive innovation across the Townsville region.
- Upholding the access requirements of the Australian Classification Board and Office of the eSafety Commissioner.
- Fostering internal collaborations with Townsville City Council for collaborative services.

Local
- Townsville City Council Corporate Plan
- Townsville City Council Stretch Reconciliation Action Plan 2021-2024
- Townsville City Council Liveability Strategy 2020-2024

State
- State Library of Queensland Public libraries and IKCs 10 Year Roadmap
- State Library of Queensland First Nations Strategy 2024-28
- State Library of Queensland Public Library Standards and Guidelines
- State Library of Queensland Public Library Intellectual Freedom and Book Challenges 2024

Alignment with industry sector statements and policies

The Library Strategy 2025-2029 draws on a wide range of broader policy documents including:

- ALIA Strategic Plan 2024-2026
- ALIA Free Access to Information Statement 2018
- ALIA Code of Ethics for Australian Library & Information Services Workforce 2024
- APLA ALIA Standards and Guidelines for Public Libraries
- UNESCO Public Library Manifesto 2022
- United Nations 2030 Sustainable Development Goals
- IFLA Strategy 2024-2029

The 17 UN Sustainable Development Goals are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

The Library Strategy 2025-2029 contributes to the following goals:

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION