

LITERACY & LIFELONG LEARNING SCORECARD 2024-2025

Goal 1: Engage

The Library will engage the community with thoughtful access to information, opportunities and literacies

Collections that support a variety of literacies and information needs

43,384 physical items
1,628 Large Print items
1,122 Audiobooks
14 digital platforms

13,292 Junior resources
2,464 Young Adult resources
1,197 resources in Languages other than English

Library of Things comprising of
10 collections with
6,208 loans and
278 reservations

Digital Literacy opportunities

Coder Dojo: 27 sessions with 174 participants
Robotics: 4 sessions with 46 participants
Click to Learn: 30 sessions with 85 participants
Digital drawing: 11 sessions with 67 participants
One on one digital support sessions: 127 participants
PLUS digital literacy events for children, seniors and the general community

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Library outreach in the community

New Parent groups
School visits
Early Learning Centre visits
Community events: Kids Takeover Market and the Family Fun Day



Library online engagement

Time Warp Tuesday Facebook posts: 50 posts with 386 photos with **367,793** views
Facebook page reach: **296,909**
Facebook post reach: **309, 528**
Instagram reach: **9,284**
Website visits: **48,284**

Goal 2: Acknowledge

The Library will acknowledge the diversity of community, information sharing, and literacy, as we cultivate a welcoming space and range of services for all.

Programs acknowledging and celebrating the diversity in our community

Cultural and Linguistic Diversity: 284 participants across 63 programs, including
English Conversation Classes with participants from 23+ counties
French Conversation Class
Indonesian and Spanish classes

LGBTQIA+: 198 participants across 24 programs, including
Pride Outdance
Sexual and reproductive health sessions for trans and nonbinary people

Seniors: 7 programs 89 participants
PLUS Housebound library service for 25 patrons

Juniors: 70 sessions, including:
Noongar Storytime, Key Word Signing, Healthy Strides paediatric rehabilitation participants attending Storytime

Disability: *Disability and the law* series in collaboration with Sussex Street Community Law Service:
4 sessions with 45 participants



Goal 3: Inspire

The Library will inspire the community to seek out, embrace, and share knowledge through confidence and personal empowerment.

Community-led programming:

Our community inspire each other through activating the library resources

Bookclubs

Family History research: 33 researchers at 32 sessions

Book Builders Book Launch

Montessori Approach to learning

Library programming:

Inspiring personal empowerment and improved mental wellbeing

Mindful May series

Mindful Reading program

Lego sessions

Children's Book Week session

School holiday sessions

Women's Health series

Volunteering at the library

1 Family History volunteer and 2 Local History Collection volunteers

15 volunteers select and deliver for our 25 housebound patrons

Impact Stories

I just wanted to take a moment to express my sincere gratitude for all the support I've received from the library team. The **welcoming and quiet environment** made studying so much easier, and I truly appreciate the kindness I experienced during my time there.

I'll never forget the time you generously offered me A4 paper when I had forgotten my own—it was meant a lot. The **access to free computers** also helped me complete my work without stress. On top of that, the **friendly advice and encouragement** from the staff made a real difference. Thanks to all of this, I was finally able to pass my test! I'm incredibly grateful for everything, and I just wanted to say **a big thank you** for making the library such **a supportive and wonderful place**. (Library user)

It is always a pleasure to attend the Victoria Park Library with a **remarkable staff** always smiling and ready to help - very pleasant atmosphere to be part of. I have been attending the One to One Digital Support Sessions for a while which have allowed me to get back on the internet after a break of so many years and eventually started using a Smartphone! **This service is essential** and must continue in the future - too many people have absolutely no help at home and the Digital world does not stop from evolving. **Many many thanks** to Emily for teaching us and patiently adapting to all our different personalities and requirements. (Digital Support participant)

I have just received your wonderful **donation** [of 24 devices] this morning, and so pleased with what you were able to deliver for our Ring in Change campaign. Thank you so much for your support and partnership in this one. **Our work with young people would not be possible without help from the community like Vic Park**. On behalf of those young people, I also say thank you. (CEO of Hello Initiative, supporting young people involved in the justice system)

Impact Stories

I have been meaning to put this in writing for a long time (years!) but I just want to extend our gratitude to Wendy and all the team at Vic Park library for the amazing **book club service** you offer to this community. We started the VPPS book club back in 2016 as I had just moved to Perth & my friendship group was very much based around school mums only. Some of whom were single parents. I realised how hard it was to have a night out with friends without a lot of forward planning. As a result, a lot of the single parents weren't getting out often or at all. The idea of the book club was born and we were so lucky that **the wonderful Vic Park library had kits on offer that we could access for free**. This meant that rather than spend \$20-\$30 on books each month like other book clubs some of us had been in prior, we could instead spend this money on going out in the wonderful Vic Park each month. For 8 years now we have been going out monthly to the wonderful array of restaurants on the Vic Park strip.

The extreme generosity of you, the library and the local council in providing this great free resource has meant so much to us over the years. **Our book club catch ups fill our cup each month** and enable us to experience getting together and experiencing the wonderful Vic Park. (Book club kit borrower)

Introduced a library patron to Audio books as she said she had not read books since her baby was born and she was missing it. **Her eyes lit up and she smiled and said, " You have just opened so many doors!** I cook at night and while she is asleep and not I can wear head phones and listen to a book!!" The patron is from the CaLD community and has been coming to the library for 2 years (just before her baby was born). (Staff feedback)

I chatted to a patron yesterday who was so happy to attend the Advocare session. She is 78, and her husband has died and she has no children. She was **very appreciative of the session** being held so she can plan for the future. She loves our library! Just wanted you to know that what we do really matters and people love it! (Staff feedback)

Feedback from 194 respondents across 23 surveys

