

WYNDHAM POP-UP LIBRARY VAN

COMMUNITY ENGAGEMENT SUMMARY REPORT



PROJECT BACKGROUND:

In 2021 Wyndham Libraries successfully applied for a State Government Living Libraries grant to purchase a Pop-Up Library Van. In conjunction with funding from Council, a Mercedes Sprinter van was purchased in 2021 and has undergone a full fit out including pull-out shelving, state of the art sound system, and high-

speed WIFI. The Wyndham Pop-Up Library Van is now operating across Wyndham, visiting Council events and community centres delivering all ages programs and providing a small collection to browse and borrow. Library patrons can also return their items to the Pop-Up Van and access the free WIFI at all sites.

The aim of the Wyndham Pop-Up Library Van is to take a selection of library services to communities in Wyndham that have limited access to a physical library branch or are currently disengaged from library services. Other than providing and promoting library services, the Pop-Up Library Van seeks to connect emerging communities and encourage social connection across the municipality.

Since the beginning of the 3rd school term 2022, the Pop-Up Library Van has been visiting 7 to 8 locations across Wyndham each week. Rhyme Time is the most popular program, attracting up to 45 parents and children.

The Pop-Up Library van operates between Monday to Thursday during the school term.



METHODOLOGY:

The below table outlines the various methods and techniques used to engage with the community.

Community engagement activities / tools	
Method / technique	Stakeholders engaged
Project page on The Loop	365 total visitors to the page 414 page views 15 followers
Online survey	80 surveys completed

Communications / marketing activities	
Method / technique	Stakeholders engaged
Online promotion (Facebook posts)	Wyndham residents
Fliers distributed at Pop-Up Library sessions	Local residents
Regular Pop-Ups at community centres across Wyndham	Local residents
Digital promotion – Posters on digital screen around Wyndham and in Library branches	Wyndham residents

SUMMARY OF FEEDBACK:

The following feedback will help us plan our programs and services for the Williams Landing Library Lounge.

We Asked	You said	We did
What sort of library services would you like to access locally?	<p>Most popular answers were:</p> <ul style="list-style-type: none"> -Books and other library items to borrow -Information about upcoming programs and events -Preschool programs (e.g. Baby Time, Story Time etc) -Adult programs: craft, language support, book clubs 	This feedback will be used to influence the collection we carry around on the van, the types of library marketing materials we have available for the community to access and the types of programs we provide at the sites we visit. In response to feedback, we have added an after-school Kids Club next to Garrang Wilam Primary School and borrowing at Wyndham Harbour.
What kind of items would you like to be made available to borrow?	<p>Most popular answers were:</p> <ul style="list-style-type: none"> -Picture books -Adult fiction/non-fiction -Kids fiction/non-fiction -Books in other languages 	Using this feedback, the Wyndham Pop-Up Library team will ensure the van is stocked with items for pre-school and school aged children, as well as adults. Due to limited space on the van we are unable to stock items in other languages, however we are able to take requests from the community and bring a selection for them to choose from in their chosen language.
How often would you like to access library services from a Pop-Up Library van operating out of your local Community Centre?	<p>Most popular answers were:</p> <ul style="list-style-type: none"> -Weekly -Fortnightly 	This feedback will be used to develop the regular Pop-Up Library timetable which runs throughout the school term. We will endeavour to visit weekly where possible.
Tell us where you'd like our Pop-Up Library to visit (please note, the Pop-Up Library van won't be able to visit every centre in Wyndham, and locations will be chosen based on community interest and need.)	<p>Most popular answers were:</p> <ul style="list-style-type: none"> -Werribee South (location to be determined) -Iramoo Community Centre -Wyndham Park Community Centre -Dianella Community Centre 	The new Term 4 Pop-Up Library Van will now be visiting Werribee South Harbour once a month for borrowing. Depending on demand, we can also introduce a children's program throughout the summer months at this location. We also currently visit Iramoo Community Centre, Wyndham Park Community Centre and Dianella Community Centre on our regular weekly timetable.

Additional feedback

There was strong community support for:

- Visits at school pick-up time for children to borrow
- Arts and Craft programs/activities
- Baby Time program
- Visiting Wyndham Harbour

NEXT STEPS:

- Council will use the feedback provided by this consultation to inform the regular programs timetable in 2023
- The timetable will be shared on The Loop and via social media for the community to view
- Staff will continue to record feedback from the community as we consolidate this service
- The project has now been delivered and will be reviewed regularly over the next 12 months

Contact details for further information

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