

# STRATEGIC PLAN 2018–2020

**NSLA uniquely brings together the expert knowledge and innovative capacity of Australia’s leading libraries – the National Library of Australia and Australia’s eight state and territory libraries.**

## Outcomes

By working together we can do more, do it more efficiently, and do it even better. NSLA will:

- through collaboration, deliver better collections, connections, solutions and customer experiences than each library can do individually.
- through leadership and influence, contribute to more informed public policy and greater community engagement with libraries.
- through sharing our knowledge and expertise, increase the professional capability of our staff and build a workforce for the future.

## Leading success

Our success relies on the quality of our people, the way we work together, and our ability to focus on what matters. NSLA will continue to explore ways to better:

- identify, influence and respond to changes in society and our strategic and political environment
- share information within NSLA, within member libraries and with our partners and stakeholders
- monitor our activity, measure its impact and demonstrate the benefits to the community.

## Collaboration in action

- NSLA meetings provide a collegiate forum for robust debate on future library directions.
- Steering and project working groups advance NSLA’s work plan in priority areas.
- Communities of practice connect like-minded professionals and facilitate information sharing.
- The NSLA Office manages and supports effective NSLA operations.

### Our shared values

In everything we do, NSLA demonstrates and values:

- Free and universal access to information
- The power of partnership
- High professional standards
- Transparency, honesty and openness
- Collegiality and generosity of spirit
- Commitment to public service.

	Our Customers	Our Community and Stakeholders	Our People and Processes
Outcome	Better collections, connections, solutions and customer experiences	Greater community engagement / More informed public policy	A workforce for the future
Priority	Shared and more efficient library infrastructure	Sector, policy and community leadership	Highly capable, connected and digitally literate workforce

Priority actions are defined each year in NSLA’s annual Business Plan

### A great community asset . . . in 2016/17

- 12.5 million visits to our library buildings
- 74.2 million visits to our websites
- 14.7 million visits to our library catalogues
- 7217 terabytes of digital collections stored
- \$33.5 million spent on collection development
- \$5.3 billion asset value in our collections