

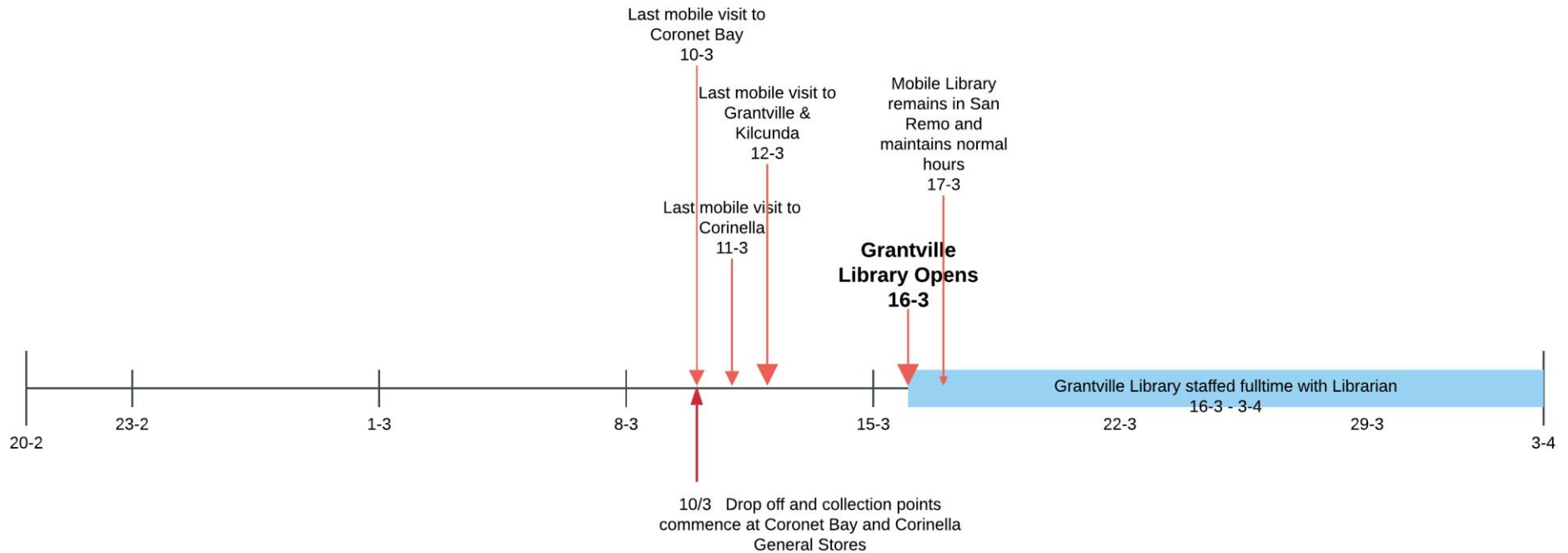
# Waterline Community Library

Communication Plan and  
Future Road Map

February 2020



# Communication Plan and Future Road Map



Librarians on site full time for 3 weeks to sign up news members and show people how to use the service

## Key stakeholders

There are a number of stakeholders with interest in the Waterline Community Library. They are identified as:

- WGL library members
- WGL Community Advisory Committee
- WGL Board
- All Staff
- Grantville Transaction Centre Staff
- RSC Customer Service
- Waterline Library Advocacy Group
- Grantville Business and Community Association
- Council Communications Dept's
- Bass Coast Councillors
- Local MPs
- Existing mobile users
- Other residents

## Timeline and communication

DATE	ACTION	CHANNELS
21 Feb – 16 March	Council progress update	Email
25 Feb – 12 March	Flyers distributed to patrons visiting the mobile library	Face to face between patron and librarian
25 – 28 Feb	Local groups updated on progress and opening dates	Email, flyers
2 – 13 March	Advertisements for mobile cessation dates and Grantville opening	Newspaper ads, Social media ads and email
10 March	Last day mobile library visits Coronet Bay First day pick up and collection points commence at General Stores in Coronet Bay and Corinella – open 7 am to 7 pm 7 days/wk	Flyers, advertisements
11 March	Last day mobile library visits Corinella	Newspaper ads, Social media ads and email
12 March	Last day mobile library visits Grantville and Kilcunda.	Newspaper ads, Social media ads and email
<b>16 March</b>	<b>Grantville library opens</b>	



DATE	ACTION	CHANNELS
16 Mar – 3 Apr	Librarian at Grantville full time for first 3 weeks	Face to face
17 March	Mobile Library opens in San Remo as normal	

## Who will we contact?

Our plan is to place public notices (by way of ads) and distribute a media release to the newsrooms of the following local newspapers which serve these communities:

- The Sentinel Times
- The Star Newspaper
- The Bass Coast Post
- The Waterline News

Flyers will be handed out on the mobile library to patrons from the week commencing 24<sup>th</sup> February.

West Gippsland Libraries will be the central point for all customer and media inquiries.

West Gippsland Libraries will monitor Library enquiries at the Transaction Centre prior to opening and will provide support if necessary.

## Library Opening Hours

The Grantville Library will be open the same times the Transaction Centre is open. These times are:

- Mondays – 8.30 am to 4.30 pm
- Tuesdays – 8.30 am to 6 pm **(3 pm to 6 pm staffed by librarian)**
- Wednesdays – 8.30 am to 4.30 pm
- Thursdays – 8.30 am to 4.30 pm **(10 am to 1 pm staffed by librarian)**
- Fridays – 8.30 am to 4.30 pm
- Saturdays – 10 am to 12 noon **(staffed by librarian)**

A librarian will be available on site full time during the first three weeks that the Library is open to sign up new members and assist members to use the new services.

## Bus service

The Library times on a Thursday are aligned with the PTV Bus Timetable. The Librarian visits on Thursdays between 10 am to 1 pm. This time aligns with the VLine bus route between Coronet Bay, Corinella and Grantville.

<https://www.ptv.vic.gov.au/route/3287/coronet-bay-grantville-via-corinella/>

## Drop Off and Pick Up Points

There have been two drop off and pick up points established.



**Coronet Bay General Store open 7 am to 7 pm 7 days per week**

**Corinella General Store open 7 am to 7 pm 7 days per week**

Holds will be delivered to the General Stores twice per week.

## Service Overview

The Grantville Library will provide access to the following services:

### Access to collection

- Entire West Gippsland Libraries Network
- Entire Libraries Victoria network (access to half the public libraries in the State)
- Newspapers
- Magazines

### Technology

- Free WiFi
- One public PC
- Projector

### Amenities

- Reading lounge
- Free tea and coffee
- Flexible furniture
- Meeting room

### Programs

- 2 to 3 story time sessions per week Bass Valley Children's Centre
- 1 session per week during term Bass Valley Primary School
- 1 to 2 sessions monthly Bass Valley Community Centre
- Author talks – annual calendar program to be developed in consultation with members interests
- Special interest programs – annual calendar program to be developed in consultation with members interests
- Tech talks and social seniors on demand



# Future Road Map

