



NT Public Libraries – Connected Communities

Review of activities 2020-2021



National Simultaneous Storytime, City of Palmerston Library

Contents

Northern Territory public libraries	2
Stronger sector	4
Celebrating culture and diversity	8
Literacy and lifelong learning	10
Informed and connected citizens	14
Digital inclusion	16
Personal development and wellbeing	18
Stronger and more creative communities	20
Economic and workforce development	22
Northern Territory public libraries key statistics 2020-21	24

Northern Territory public libraries

This report provides an overview of some of the work of the Northern Territory public library sector in 2020-21.



In 2016, the Northern Territory Government undertook a community consultation process to find out what Territorians wanted from their public libraries.

The *Connected Communities, Future Libraries* is based on outcomes developed by the Australian Public Library Alliance and the Australian Library and Information Association which identifies six areas in which libraries make a difference to their communities:

- literacy and lifelong learning
- informed and connected citizens
- digital inclusion
- personal development and wellbeing
- stronger and more creative communities
- economic and workforce development.

Through this framework, we've reported on some of the significant achievements of the Northern Territory public library sector this year.

IMAGES:

Above: Drag Queen Storytime, City of Palmerston Library

Right: 3D Printing Workshop, Katherine Public Library

Page 3 top left: Seniors Activities, Taminmin Community Library

Page 3 top right: Therapy Dog, City of Darwin Libraries

Page 3 bottom: STEAM Zone Activities, City of Darwin Libraries





PRINCIPLES



ACCESS FOR ALL



RESPONSIVE TO LOCAL
COMMUNITY NEEDS



INCLUSIVE SERVICES



RESPECT FOR
ABORIGINAL CULTURE



CUSTOMER FOCUSED



INNOVATIVE SOLUTIONS
AND PARTNERSHIPS



EFFECTIVE AND
EFFICIENT SERVICES



SUSTAINABLE SERVICES



EFFECTIVE NETWORK



Stronger sector

Library & Archives NT supports some of the most remote libraries in the world. There are 31 public library services across the Northern Territory, serving a culturally and linguistically diverse, mobile and often remote population of 246,000 people.



Library & Archives NT supports the library sector by providing:

- operational grant funding through the Public Library Funding Agreement 2017-2023
- funding for collections and eResources through the Library Resource Allocation
- a Territory-wide library management system, LibrariesNT
- free public Wi-Fi as a baseline public library service in 48 remote Aboriginal communities
- learning and development opportunities and strategic advisory services.

Now in the third year of the Public Library Funding Agreement 2017-2023, governance and reporting frameworks are well embedded with increased reporting and evaluation being undertaken by library services. Sectoral working groups continued to meet and collaborate throughout 2020-21, facilitated and led by Library & Archives NT.

These include:

- Public Libraries Strategic Development Committee
- LibrariesNT Collection Development Working Group
- LibrariesNT Library Management System User Group
- LibrariesNT Youth Engagement Working Group.

IMAGES:

Above: Library Orientation, Coomalie Library Services

Page 5: Lego Club Kit, Borroloola Community Library Officer

These working groups progress opportunities identified in Connected Communities, Vision for Northern Territory Public Libraries 2017-2023. In 2020-21 the Youth Engagement Working Group, under the direction of the Public Libraries Strategic Development Committee, developed a Territory-wide statement and guidelines for best practice and youth engagement in Territory public libraries. The guidelines incorporate Territory, national and international research, evidence and experience. Northern Territory local councils are encouraged to use this document to inform strategies, staff development and operational processes.

In 2020-21, Library & Archives NT provided a range of learning and development support to the library sector. In line with the Library & Archives NT Public Libraries Strategic Workforce Development Plan, several staff from across the Territory who purchase collection items were provided with online training in collection development and acquisitions. This training ensures library staff have a sound knowledge of contemporary theory and practice in building and maintaining in-demand library collections.

A further strategic focus on library staff development was improving online health literacy, a key focus for government services in 2020-21 during the COVID-19 pandemic. Library & Archives NT partnered with the Australian Library and Information Association and the Digital Health Agency to boost access to consumer health information through libraries.



Recognising the unique role of public libraries as community information connectors to families, Library & Archives NT received funding to hold library staff training and provide resources about My Health Record. Library & Archives NT staff provided 10 sessions with over 40 participants from Territory libraries, from Nhulunbuy to Borrooloola and Alice Springs.

Ongoing support for regional and remote library services remained a key priority for Library & Archives NT in 2020-21. A science, technology, engineering, arts and maths (STEAM) project has been developed to support remote library services to provide Lego Clubs for their communities. Ten kits have already been delivered to remote library services with additional kits planned for delivery in 2021-22.

Opportunities for partnership and collaboration continued through 2020-21 with partners seeking to leverage Library & Archives NT services and platforms for improved community outcomes. MacDonnell Regional Council, which does not operate library services from any physical sites, used the Wi-Fi access points provided by Library & Archives NT to develop its MacConnect programs to support digital literacy and cyber safety across its 13 communities.



“
 Tiwi Islands Regional
 Council Libraries
 are what they are
 because of the work
 LANT does with
 Community Libraries
 on the Islands.
 ”

Tiwi Islands Regional Council

In 2020-21 MacDonnell Regional Council engaged Library & Archives NT through the support of the Department of Industry, Tourism and Trade to install two additional hotspots at Amoonguna and Titjikala bringing overall Wi-Fi hotspots across the Territory to 48 sites. Installation was completed in May 2021 and after only a few weeks usage surged with over 1404 sessions by 30 June 2021.

In addition, Library & Archives NT has been undertaking a pilot online service with Katherine School of the Air, which provides digital, remote learning for students. In 2021, students indicated they wished to commence an eBook club with access to recreational titles.

Library & Archives NT already provides free access to eResources for all Northern Territory residents including eBooks and these online platforms have been leveraged for student use. Early results indicate strong usage by students with plans for further expansion of the eBook club in 2022.

Representation of the Northern Territory Library sector is a key role of Library & Archives NT. In partnership with the Australian Public Library Alliance (APLA), Australian Library and Information Association (ALIA) and National and State Libraries Australasia (NSLA), Library & Archives NT have worked on several key national committees for the benefit for Territory libraries.

These include a refresh of national library statistics and a full review of the ALIA Standards and Guidelines for Australian Public Libraries. Finally, Library & Archives NT collaborated with the ALIA to revamp and facilitate the annual ALIA NT Recognition Awards, recognising excellence in Territory libraries. The ALIA NT Recognition Award for Urban Libraries Merit Award was jointly awarded to;

- City of Darwin Libraries: Online programs for children and youth
- City of Palmerston Library: Drag Queen Storytime.

The 2020 ALIA NT Recognition Award for Regional and Remote Libraries Merit Award was awarded to Coomalie Community Libraries: Street Libraries and response to COVID19.



IMAGE:

Above: Digital Health Literacy Training, City of Darwin Libraries

Celebrating culture and diversity

Library services can play a key role in acknowledging and celebrating the traditional owners of the lands on which we live and work, including promoting, hosting and facilitating cultural and community events including Reconciliation Week and NAIDOC Week.



A number of artworks celebrating culture and diversity were designed for Northern Territory libraries in 2020-21. In 2020 a collaborative mural created for the Alice Springs Public Library was developed through partnerships between the Alice Springs Town Council, the Northern Territory Government and Bindi Mwerre Anthurre Artists. This vibrant mural, located on the riverside walls of the Alice Springs Public Library was painted by Luritja/Pitjantjatjara man Billy Tjampijinpa Kenda and depicts stories and life in the Central Desert.

Alyangula Community Library engaged the services of Russell Yilamara Brown from Songlines Art Culture Education to provide artwork for directional signage, shelving and furniture.

West Arnhem Regional Council collaborated with artists David Cameron and Shaun Lee to create a mural in the Jabiru Library. The striking depiction of the Rainbow Serpent indicates that the library space is a keeper of knowledge. Anecdotal feedback indicates that the mural has created a sense of pride and ownership within the Jabiru Library, driving up library visitation.

City of Darwin Libraries is playing a vital role in the City of Darwin Reconciliation Action Plan. As part of the new Libraries for People: Library Strategy 2020-2024, an Indigenous Services Officer has been recruited to enact several key strategies. To showcase First Nations culture, history and identity, displays have been installed and collections are being revised to ensure that they are relevant, engaging and accessible.

IMAGES:

Above: Billy Tjampijinpa Kenda, Alice Springs Public Library

Page 9 top: Mural at Jabiru Library

Page 9 bottom: Reconciliation Week Storytime, City of Palmerston Library



These collections highlight First Nations perspectives and are focused on First Nations authors. A fresh and dedicated focus on celebrating culture has led to several events and programs including during Science Week and Anzac Day.

Northern Territory public libraries are building and expanding programs and services to promote and celebrate cultural and community events.

Nhulunbuy Community Library holds an East Arnhem Collection and City of Palmerston Library is building on their calendar of events by celebrating Palmerston's rich culture and heritage including through Storytimes, School Holiday Programs and Reconciliation Week.



Literacy and lifelong learning

Literacy has a profound effect on a wide range of life outcomes in Australia, including levels of employment, education, health and interaction with the justice system.



The role of public libraries

Public libraries play an essential role in literacy development in the Northern Territory. They foster a culture of reading in early childhood by providing a wide range of family reading materials in safe, supported and accessible public spaces, and through the delivery of early childhood literacy programs such as Storytime, which is designed to support the development of a culture of family reading.

While the Territory has not been hit as hard as other jurisdictions by COVID-19 lockdowns, library services across the Northern Territory continued to provide support for families unable to attend face to face programs and storytimes. In 2020-21 libraries streamed 71 online storytimes with over 11,360 views. Online activities and programs have also continued with Nhulunbuy Community Library running Lego Clubs and school holiday programs remotely.

We have also seen a rise in interest in recreational reading with an 11 per cent increase in loans from 2019-20. In 2020-21 more than 748,000 items were issued to Territorians including over 149,000 eLoans. Territorians continue to prefer physical items over digital items, however loans are increasing across both formats in comparison to 2019-20 which was impacted by COVID19.

IMAGES:

Above: Bilingual Storytime City of Palmerston Library

Page 11: City of Darwin Libraries' "Most Wanted" collection

In focus

National Simultaneous Storytime from Space - All libraries

National Simultaneous Storytime is held annually by the Australian Library and Information Association. Each year a picture book, written and illustrated by an Australian author, is read simultaneously in libraries around the country.

“The Storytime was such a success even when NASA was late joining in... Along with children from the Pine Creek School there were community members, seniors and a visiting party of volunteers. Everyone complimented {us} for running such a great event.”

Pine Creek Library Officer



With more than 1.9 million participants, the 2021 event was huge and this year was hosted in space. ‘Give me some space’ was read by Dr Shannon Walker live from the International Space Station. Northern Territory libraries joined in, reporting huge interest from their communities. Libraries developed special art, music and science programs to engage readers across the Territory.

Most Wanted Collection – City of Darwin Libraries

In the interest of keeping the collection fresh, exciting and accessible, City of Darwin Libraries have introduced a Most Wanted collection. The collection includes multiple copies of in-demand titles available for two week loan periods to ensure library patrons can borrow popular books without wait times.

“I love the Most Wanted, I come in every week to see what you’ve got... I think it’s great.”

City of Darwin Library patron



Bilingual Storytime – City of Palmerston Library

Storytime sessions with an international twist. In these sessions bilingual City of Palmerston staff members share their culture and language by reading and singing in their native language. Storytimes are hosted throughout the year and have included Mandarin, Indonesian, German and Russian. During Harmony Week, the Indonesian Consulate supported the library staff to read and sing in Bahasa. Participants had the opportunity to play traditional musical instruments and even sample delicious Indonesian cuisine.

Intergenerational Storytime – Katherine Public Library

With a suite of new programs in 2021, Katherine Public Library is engaging with many members of the community. The library has been very pleased to host a group of seniors during Storytime sessions with singing, playing games and of course listening to stories followed by morning tea. The benefits of intergenerational reading and play has become well established with opportunities for both young and old to grow relationships, social skills and empathy.

IMAGES:

Above: East Arnhem Collection, Nhulunbuy Community Library
Page 13: Intergenerational Storytime, Katherine Public Library

KEY STATS

1131



EARLY LITERACY FACE TO
FACE SESSIONS HELD

14,197



CHILDREN ATTENDED AN
EARLY LITERACY SESSION

71



STREAMED STORYTIMES

11,360



VIEWS OF STREAMED
STORYTIMES

748,010
TOTAL LOANS

598,980

PHYSICAL LOANS



149,030

E LOANS



80%

PHYSICAL LOANS

20%

DIGITAL LOANS





Informed and connected citizens

Libraries are community information hubs that support the development of informed citizens who are able to effectively participate in community discussions, access government services and participate in local, Territory and national political processes.



The role of public libraries

People are increasingly turning to libraries for support in navigating e-government services, and government agencies are using library spaces to provide information services. This has been of particular importance during 2020-21, with libraries as trusted and well-known community connectors and facilitators. Throughout the COVID-19 pandemic libraries have acted as places of authoritative information, defending against misinformation and providing key spaces for government departments to provide clear and definitive advice. For example, the Northern Territory Department of Health, Pandemic and Coordination Cell held COVID-19 presentations and Q & A sessions at Taminmin Community Library to ensure rural seniors had access to information and education.

In focus

COVID-19 state border pass assistance - all NT libraries

After the initial lockdowns of 2020, the Northern Territory has seen an ongoing increase in interstate travellers seeking to enjoy the relative freedoms offered in the Territory. This travel combined with new requirements for interstate border crossings as a result of COVID-19 has caused an exponential rise of people seeking assistance from libraries for state border passes. The additional staffing and administrative requirements to support travellers has been felt disproportionately in regional and remote libraries close to Northern Territory borders.

IMAGES:

Above: Anytime Libraries, City of Palmerston Library

Page 15 top: Census Information Alice Springs Library

Page 15 bottom: State border pass assistance, Tennant Creek Library

In addition to requiring assistance in understanding government and health advice, travellers need assistance to set up email accounts, scan, attach and print documents so they can meet State and Territory requirements. In 2020-21 Northern Territory public libraries have played a key role in supporting the flow of travellers through the Territory. Library officers have reported that supporting travellers has become a significant and often hidden aspect of library service provision.

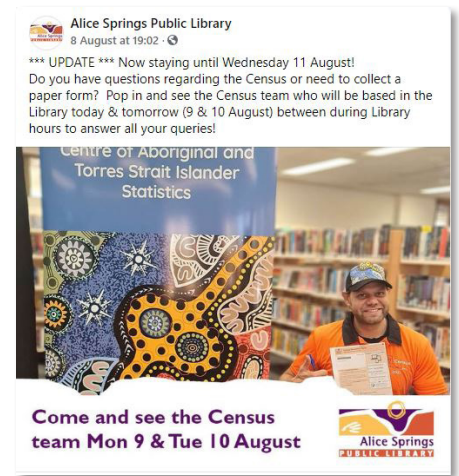
Anytime Libraries – City of Palmerston Library

In 2020, City of Palmerston purchased and installed two state of the art library book vending machines, a first for the Territory. The Anytime Libraries are located at the Palmerston Swimming and Fitness Centre and at the Zuccoli IGA.

The Anytime Libraries contain over 300 items each with adult, youth and children's collections. Library members can browse, borrow and return items without ever needing to go to the main library. The locations were chosen to provide accessible settings across the City of Palmerston for all members of the community. The Anytime Libraries have certainly become quite popular especially with some younger members of the community.

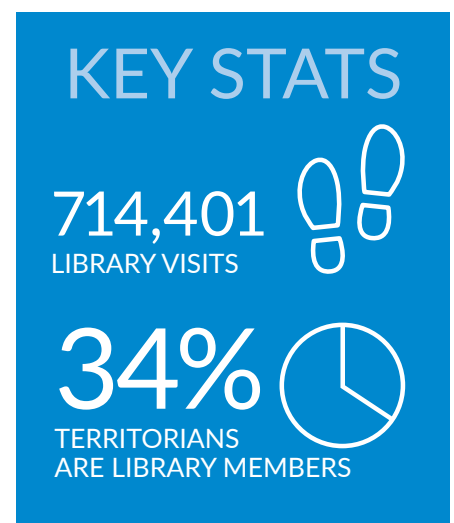
“
I just love picking
my own books
from the big robot
machines.”

City of Palmerston Library patron, age 7



Census Information – Alice Springs Public Library

The Census helps plan and deliver crucial services to individuals, families and communities. To support this vital project, in 2021 Alice Springs Public Library hosted the Alice Springs Census Team providing a convenient and comfortable place for community members to receive assistance, education or simply just provide paper forms for people without access to the internet.



Digital inclusion

The role of public libraries in supporting digital inclusion is more critical in the Northern Territory than elsewhere in Australia given the remoteness of many communities.



IMAGES:

Above: Coding and Robotics Programs, City of Darwin Libraries

Page 17 top: MacConnect Digital Literacy with MacSafe Officers, MacDonnell Regional Council

Page 17 bottom: STEAM Zone Kits poster, City of Darwin Libraries

The role of public libraries

Barriers to digital inclusion exist at several levels:

- infrastructure (eg the availability of internet services in a particular location)
- affordability (internet services are often most expensive in remote locations)
- skills (individuals need to be able to operate technology and understand the online environment)
- relevance (people need a reason to engage with online services).

Library services aim to address the affordability and skills gaps in particular. As we have seen in 2020, digital literacy has become a necessity in being able to access government services, apply for state border passes, and engage in job seeking activities, banking and education. Digital illiteracy can mean significant obstacles for members of our communities.

In 2020-21 libraries held 816 digital literacy sessions with over 1000 people attending a digital literacy session. Urban, regional and remote library services allow you to 'book a librarian' for one on one targeted digital literacy assistance and training. This type of service is labour intensive for library services but can provide significant outcomes for participants who can reach out for assistance at point of need.

Libraries provide free access to the internet through public PCs, Wi-Fi hotspots and portable devices such as laptops and hublets.

In 2020-21 Library & Archives NT continued to support the provision of Wi-Fi hotspots to 48 communities in the Northern Territory.





Provision of free internet access is a foundational public library service across Australia. In 2020-21 these community internet services were used 275,213 times, representing an increase in the last four years of over 1000 per cent from 23,326 sessions in 2016-17.

In focus

MacConnect – MacDonnell Regional Council

MacConnect is an intergenerational digital literacy, safety and culture project. MacDonnell Regional Council is working to deliver intergenerational workshops for staff and community members in 13 remote communities. After a hiatus in 2020 due to COVID-19 and recruitment processes, a new project officer has taken on MacConnect with enthusiasm. Using a participatory model approach of learning, the MacConnect facilitator has provided several workshops across different communities.

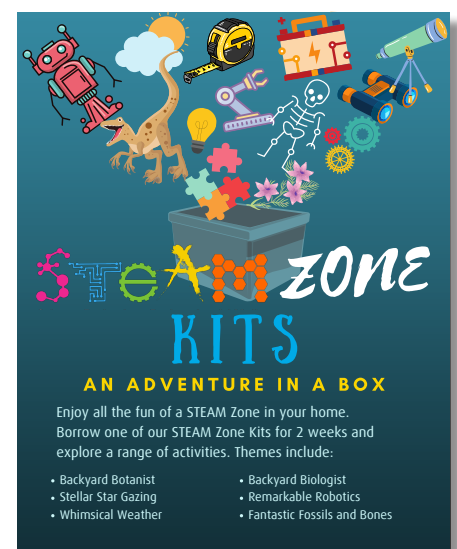
Highlights include delivering digital literacy workshops with members of MacSafe, a community safety program covering all MacDonnell communities; working with young people in Santa Theresa using guitar repair as a vehicle for digital literacy and running story time sessions for children in MacDonnell communities. More than 50 members of community engaged with MacConnect in 2021 with plenty in store for MacDonnell communities in 2021-22.

Robot Lending Collections – City of Palmerston Library

At the City of Palmerston Library, members can borrow Edison robots and Spheros as part of their library membership. Further developing the City of Palmerston's offer on STEAM and digital collections the robot lending collections complement the in-house Gadgets and Games program, and several digitally focussed events throughout the year including Geektacular, Geek Squad, International Games Week and National Science Week 2021.

STEAM Zone Kits – City of Darwin Libraries

City of Darwin Libraries now offer STEAM zone kits. Complementing in-house STEAM activities, the new take home kits are an adventure in a box. Conceived and developed by the STEAM programs team, these kits are designed for hands-on learning. With seven different themed kits from Remarkable Robotics to Fantastic Fossils and Bones, there is something for every budding scientist. The kits have been in high demand since their launch in May 2021.



Personal development and wellbeing

Libraries contribute to the wellness of their communities. International studies have found a significant association between regular library use and reported wellbeing, as well as correlations between literacy and both physical and mental health.



The role of public libraries

Libraries contribute to the preventive health agenda. They provide collections of books, magazines, DVDs and audio visual materials that support self-development and reading for pleasure. They also provide collections of reputable healthcare information.

In the last 18 months we have seen the crucial role libraries play in assisting vulnerable members of the community to stay connected and linked to their community in a time of crisis, through the provision of either online activity clubs or home library services. Home library services exist to provide services to library members unable to access the library in person for reasons of disability, illness or mobility. In 2020, 92 community members across the Territory were listed as receiving home library services. Territory public libraries delivered more than 7400 items to community members through home delivery services, a 9.5 per cent increase from 2019-20 deliveries.

Home library service deliveries are often provided by volunteers and in 2020, long term home library service volunteer at City of Palmerston Library, Diane Spicer, was awarded a lifetime contribution to volunteering with NT Volunteers.

IMAGES:

Above: Homelessness Week 2021, City of Darwin Libraries

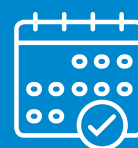
Page 19 top: International Womens Day City of Palmerston Library

Page 19 bottom left: Home Library Service, City of Palmerston Library

Page 19 bottom right: Feedback, Nhulunbuy Community Library

KEY STATS

2320
PROGRAMS
NT PUBLIC LIBRARIES



41,448 ATTENDEES
FOR LIBRARY PROGRAMS

In focus

Community Wellbeing Officer – City of Darwin Libraries

In 2021, City of Darwin Libraries appointed a Community Wellbeing Officer as part of a targeted and key aspect of the new Libraries for People: Library Strategy 2020-2024. The role is tasked with driving service provision to people experiencing homelessness. Successful partnerships and outcomes are already being achieved with the expansion of the Good Dog reading and engagement programs. The Good Dog community engagement sessions are aimed at developing trust and fostering inclusion at City of Darwin Libraries. Faces always light up in the library when the therapy dogs are in residence, providing a bridge to build trust with vulnerable community members. Targeted programs are also rolling out, including a week long suite of activities during Homelessness Week in August 2021.



School Holiday Programs – All libraries

School holiday programs are a mainstay for all public libraries, with carefully crafted fun and educational programs to allow children to explore and immerse themselves in magic, art, craft, movies, science, technology and so much more. School holiday programs are designed to be flexible, fun and promote engagement and friendships. 2020-21 saw public libraries across the Northern Territory deliver a suite of programs including Building a Box City at City of Palmerston Library, First Aid workshops at City of Darwin Libraries, 3D printing workshops at Katherine Library and online activity clubs at Nhulunbuy Community Library.

Encouraging Community Discussion, International Women's Day – City of Palmerston Library

International Women's Day is celebrated around the world each year to recognise the economic, political and social achievements of women. In partnership with the Australia Council NT, City of Palmerston Library created a suite of programs encouraging reflection and discussion on gender inequality for all ages. These included a special story time and craft session with a pilot and nurse from Careflight and culminated with a community forum consisting of five inspirational speakers who shared their stories. Speakers included Dr Bo Remenyi, 2018 NT Australian of the Year and Dr Miriam-Rose Ungunmerr Baumann, 2021 National Senior Australian of the Year.



Stronger and more creative communities

Libraries build communities, and have a long and proud track record of breaking down barriers to access to information and community support.



IMAGES:

Above: Donna Lantjin and Dhyrna Kungul enjoying the upgrades to the Wadeye Library with West Daly Regional Council CEO Matthew Eastham

Page 21 top: Territory authors, City of Darwin Libraries

Page 21 bottom: Borroloola Community Library

The role of public libraries

Social inclusion is at the heart of the public library: a free, welcoming public space which is shared by all members of the community, where people can meet and talk, and which are open for a range of community groups and users.

Libraries also celebrate culture, identity and community pride. They collect information that documents the history of communities such as books, photographs and newspapers.

Libraries host events, tell local stories and highlight the work of local artists, musicians and community groups.

In focus

Celebrating Northern Territory Authors: City of Darwin Libraries, City of Palmerston Library, Alice Springs Public Library, and Katherine Public Library.

Northern Territory Libraries aim to support the many contributions of local authors to Territory culture, identity and community pride. This year has been no exception with libraries across the Territory supporting local authors through events, competitions and author talks. These events are a great way for readers and aspiring authors to meet and interact. Several library services host regular local author events including City of Darwin Libraries, City of Palmerston Library, Alice Springs Public Library and Katherine Public Library.

In 2020-21, City of Darwin Libraries hosted a range of events including Storytime with Thomas Mayor, author of *Finding our Heart*, as well as the annual Young Territory Author Awards, Writing Workshops and the NT Writers Festival Launch to name a few.



Author talks are a fantastic way to celebrate reading, support our local authors and provide role models for aspiring young people.

Drag Queen Storytimes – City of Darwin Libraries, City of Palmerston Library and Katherine Public Library

Drag Queen Storytimes is going from strength to strength in the Northern Territory since its inception in 2018. Drag Territory is now partnering with agencies across the Territory to promote diversity, equality and celebrate LGBTQI+ communities. Now a regular favourite with City of Darwin and Palmerston Libraries, Drag Territory performers host glittery and fabulous storytimes and events including at the City of Darwin Libraries open day in 2021. Further down the Territory, Katherine Public Library partnered with the Katherine Pride Festival to host a suite of events including a Pride Storytime and a Pride open forum for all community members.

Refurbished library Services – Alyangula, Borrooloola and Wadeye Community Libraries

In 2020-21, three community library services undertook refurbishments. Alyangula Community Library has been diligently overhauling library services and programs including a refresh of shelving, signage and programs. A STEAM club has become popular with community members on Saturdays.

Borrooloola Community Library, in partnership with Library & Archives NT staff, undertook a major re-organisation of the library, refreshing the space to provide additional programs space for community members.



West Daly Regional Council undertook a major upgrade and refurbishment of Wadeye Community Library with a new look, furnishings and shelving.

“
We love the library!
It's the place to be
on a Saturday. The
library has a fabulous
variety of books and
activities.”

”
Alyangula Library Patron

Economic and workforce development

Libraries play a significant economic role within their communities. They improve employment opportunities through developing literacy and digital skills, through supporting people undertaking formal study with space and resources, and providing programs such as resume writing skills for job seekers.



The role of public libraries

Libraries support individual businesses through providing workspaces and internet connectivity, particularly valuable for mobile workers.

They are spaces that frequently support tourists, providing local information, internet connectivity and comfortable relaxation areas.

Much of the economic benefit delivered by libraries is long term, and flows from the development of more literate and educated communities, which have been shown to lead to higher economic performance as well as reduced costs to services such as healthcare and justice systems.

In 2020, Northern Territory library bookable spaces such as community and meeting rooms were booked for over 3517 hours by community groups or small businesses.

KEY STATS

 **3517**
HOURS USE

**OF MEETING ROOMS BY
OUTSIDE ORGANISATIONS
AND COMMUNITY GROUPS**

IMAGES:

Above: Job Club, City of Darwin Libraries

Page 23 top right: Dungeons and Dragons Group at Katherine Public Library

Page 23 left: Job Club, City of Darwin Libraries

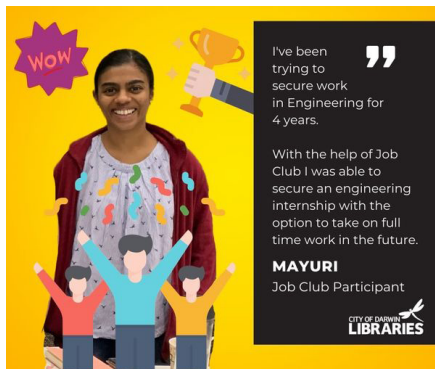
Page 23 bottom: Conference Room Information, Katherine Public Library

In focus

Job Club – City of Darwin Libraries

City of Darwin Libraries have developed a successful new program that provides advice for job seekers in a supportive small group setting.

Library staff provide hands on assistance in job searching, resume writing and interview skills. The program has already achieved results with many participants gaining job offers and interviews within days of completing the program.



Get Job Ready – City of Palmerston Library

City of Palmerston Library offers job seeking support programs which run alongside their Get Tech Savvy Sessions. Weekly sessions run on Wednesday afternoons. Participants are able to seek assistance on job seeking, writing resumes, cover letters and filling in job applications online.



Conference room – Katherine Public Library

In 2021, Katherine Public Library redeveloped much of the library space to improve accessibility and open up the space for increased use by the Katherine community. The local history room was redeveloped into a fully equipped conference room with a 14 seat conference table. The space is designed to be bookable for local businesses and community groups, providing a much needed venue for community members.

The space is already booking up with several local community groups booking in for regular sessions.



Northern Territory public libraries

key statistics 2020-21



714,401
LIBRARY
VISITS



83,985
LIBRARY MEMBERS
IN THE NORTHERN TERRITORY*



2320
PROGRAMS
NT PUBLIC LIBRARIES
41,448 ATTENDEES



34%*
NT POPULATION
ARE LIBRARY MEMBERS



1129
EARLY LITERACY SESSIONS
14,157 CHILDREN
ATTENDED A SESSION

TOTAL LOANS
748,010



598,980
PHYSICAL LOANS



**DIGITAL
LITERACY**
816 SESSIONS
1021 ATTENDEES



149,030
eLOANS
eBOOKS, eAUDIOBOOKS,
eMAGAZINES

275,213
INTERNET SESSIONS
ABORIGINAL COMMUNITY WI-FI



80% PHYSICAL LOANS
20% DIGITAL LOANS

*Library membership numbers cannot be ascertained in some remote libraries where library usage is primarily onsite. Overall NT public library membership is higher than stated.



IMAGES:

Above: Nhulunbuy Community Library

Back cover: International Women's Day Forum, City of Palmerston Library

