



2023-2024 Operational Plan

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PRINCIPAL ACTIVITY: Macquarie Regional Library

BUSINESS: Community, Culture and Places -
Macquarie Regional Library

Responsible Officer: Manager - Macquarie Regional Library Kathryn McAlister

Business Objectives: *Provide quality services to the Macquarie Regional Library communities*

Activity	Actions	Performance Targets/ Service Levels
1. Management Services	1.1.4 Produce an MRL Annual Report including the audited statement of accounts	Annual performance can be assessed
	1.2.1 Submit draft budget to MRL member councils	The annual General Rate variation % sets Council contributions as a minimum
	1.2.2 Undertake quarterly budget reviews	
	1.2.3 Seek grant and subsidy opportunities to obtain full benefits for the Library Service	Maximise grant and subsidy opportunities
	1.2.4 Review MRL Revenue Policy [Fees and Charges]	Income from value added services increases by 2.5% p/a
	1.3.1 Review the MRL 2021 – 2024 Strategic Plan and Delivery Program	MRL has appropriate planning documents to support delivery and access to quality services for the Member Council communities
	1.3.2 Develop MRL Annual Operational Plan	
	1.3.3 Complete annual SLNSW Public Libraries Statistical Return	
1.3.5 Review MRL policies for consistency with policy, legislative, and best-practice		

Activity	Actions	Performance Targets/ Service Levels
2. People Management	2.1.1 Develop annual staff training program	The staff have access to training and staff development programs
	2.1.2 Conduct an all staff development and training day	
	2.1.4 Review and report biennially on the Operational Capability [staff numbers and staff hours]	The staffing levels are appropriate to meet organisational needs and SLNSW guidelines
3. Services & Programs	3.1.1 Review the opening hours of all branches/service points biennially	100% of residents have ready access to library services
	3.1.2 Review member database annually	Membership numbers maintained according to SLNSW guidelines
	3.1.3 Collate visitation and attendance at programs and events at each branch and service point	Visitation numbers are maintained in accordance with SLNSW standards & guidelines
	3.1.4 Review provision of services, programs, and collections, particularly for target and diversity groups	Community needs are met in accordance with Strategic Plan, policies and industry guidelines
	3.1.6 Review biennially Local and Family History Services	
	3.1.7 Review MRL website and branding	
	3.1.8 Produce comprehensive quarterly statistical reports on library activities at branches and service points	
	3.1.9 Compile a quarterly overview report on programs, services, and special events	Member Councils can assess the MRL's performance
	4. Collections	4.1.1 Undertake analysis and report on annual statistics, collection profiles and usage
4.1.3 Review shelf-ready services biennially		Shelf-ready resources meet specifications and industry standards
4.1.5 Complete collection stocktake		Database records conform to recognised industry standards
5. Marketing	5.1.1 Review and develop an annual Marketing Plan	Marketing & promotional plans are developed to promote library services & resources to councils and communities
6. Information Technology	6.1.2 Report annually on current and future information technology needs	Staff and customers have access to appropriate information technology resources and information services
	6.1.3 Undertake biennial review of the Information Technology Plan	
	6.1.4 Review business continuity, technology plans and strategies	

Activity	Actions	Performance Targets/ Service Levels
7. Library Accommodation	7.1.1 Undertake annual inspection of buildings to ensure compliance with Work Health Safety (WHS) requirements	100% of buildings and conditions are appropriate to policy and SLNSW standards and guidelines
	7.1.2 Review equipment requirements for branches and service points	
	7.1.3 Undertake a comprehensive review of MRL buildings against SLNSW building standards and guidelines	
	7.2.1 Undertake a biennial review of the MRL Emergency & Disaster Response Plans	
8. Sustainability	8.1.1 The Library supports sustainability	