



MACQUARIE  
REGIONAL LIBRARY

# DELIVERY PROGRAM 2021 - 2024

# PRINCIPAL ACTIVITY: MACQUARIE REGIONAL LIBRARY 2021-2024

## Objective

*Provide quality services to Macquarie Regional Library communities*

### Key Measures of Success

- 95% of customers view their library as satisfactory
- Percentage of registered users to the total population
- Visits to the library per capita
- Number of transactions (loans and reference enquiries)
- Operating expense per transaction (loans and reference enquiries)

Action	Target	Date	Responsible Officer
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## Strategy

### 1. Governance

#### 1.1 Governance procedures for provision of professional and effective services are appropriate

1.1.1 Review the regional service delivery model to ensure that the most appropriate level of service is delivered	MRL Service delivery model is considered appropriate, and agreed levels of service are provided	March 2023	MMRL
1.1.2 Review the MRL Service Agreement		March 2023	MMRL
1.1.3 Review the <i>Narromine Local History Room Memorandum of Understanding</i>		April 2022	LSCC/TSC
1.1.4 Produce an MRL Annual Report including the audited statement of accounts	Annual performance can be assessed	September Annually	MMRL

#### 1.2 Financial resources for provision of professional and effective services are sufficient

1.2.1 Submit draft budget to MRL member councils	The annual General Rate variation % sets Council contributions as a minimum	April Annually	MMRL
1.2.2 Undertake quarterly budget reviews		Quarterly	MMRL
1.2.3 Seek grant and subsidy opportunities to obtain full benefits for the Library Service	Maximise grant and subsidy opportunities	Ongoing	MMRL
1.2.4 Review MRL Revenue Policy [Fees and Charges]	Income from value added services increases by 2.5% p/a	March Annually	MMRL

#### 1.3 Evaluation and planning for strategically managed services

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	March 2024	MMRL
1.3.2 Develop MRL Annual Operational Plan		March Annually	MMRL
1.3.3 Complete annual SLNSW Public Libraries Statistical Return		September Annually	TSC
1.3.4 Complete the biennial report against the <i>SLNSW Living Learning Libraries: Standards &amp; Guidelines</i> for the MRL Service		November 2022	TSC

1.3.5 Review MRL policies for consistency with policy, legislation, and best practice		March Annually	MMRL
<b>Strategy</b>			
<b>2. PEOPLE MANAGEMENT</b>			
<b>2.1 Professional and effective services delivered by skilled and informed staff</b>			
2.1.1 Develop annual staff training program	The staff have access to training and staff development programs	September Annually	DLC
2.1.2 Conduct an all staff development and training day		November Annually	LSCC/DLC
2.1.3 Review the MRL organisational structure	The staffing levels are appropriate to meet organisational needs and SLNSW guidelines	March 2023	MMRL
2.1.4 Review and report biennially on the Operational Capability [staff numbers and staff hours]		October 2023	MMRL
<b>Strategy</b>			
<b>3. SERVICES &amp; PROGRAMS</b>			
<b>3.1 Customers have access to a full range of high-quality programs and services</b>			
3.1.1 Review the opening hours of all branches/ service points biennially	100% of residents have ready access to library services	October 2023	MMRL
3.1.2 Review member database annually	Membership numbers maintained according to SLNSW guidelines	July Annually	TSC
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 and guidelines	Monthly	BLC
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	September Annually	LSCC
3.1.5 Undertake a biennial community user and non-user survey		May 2022	LSCC
3.1.6 Review biennially Local and Family History Services		May 2022 May 2024	LSCC
3.1.7 Review MRL website and branding		December Annually	LSCC
3.1.8 Produce comprehensive quarterly statistical reports on library activities at branches and service points	Member Councils can assess the MRL's performance	Quarterly	TSC/ASO
3.1.9 Compile a quarterly overview report on programs, services and special events	Member Councils can assess the MRL's performance	Quarterly	TSC/ASO
<b>Strategy</b>			
<b>4. COLLECTIONS</b>			
<b>4.1 Customers have access to current and relevant library collections</b>			
4.1.1 Undertake analysis and report on annual statistics, collection profiles and usage	MRL's performance meets community needs	August Annually	LSCC

4.1.2 Review Library Management System and database integrity biennially	Database records conform to recognised bibliographic and industry standards	June 2023	TSC
4.1.3 Review shelf-ready services biennially	Shelf-ready resources meet specifications and industry standards	March 2022 March 2024	TSC
4.1.4 Review the MRL Collection Management Policy biennially	MRL Collection Development Policy and processes are considered appropriate to provide relevant collections to meet customer needs	April 2023	LSCC
4.1.5 Complete collection stocktake	Database records conform to recognised industry standards	April 2024	LSCC

### Strategy

## 5. MARKETING

### 5.1 Customers have access to current services, programs and resources

5.1.1 Review and develop an annual Marketing Plan	Marketing & promotional plans are developed to promote library services & resources to councils and communities	December Annually	LSCC/BLC
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### Strategy

## 6. INFORMATION TECHNOLOGY

### 6.1 Information technology enables staff and customers to access required information and library processes

6.1.1 Undertake a comprehensive review of the Library Management System	Staff and customers have access to appropriate information technology resources and information services	April 2022	TSC
6.1.2 Report annually on current and future information technology needs		November Annually	ITC
6.1.3 Undertake a biennial review of the Information Technology Plan		November 2021 November 2023	ITC
6.1.4 Review business continuity, technology plans and strategies		April Annually	TSC/DLC

### Strategy

## 7. LIBRARY SPACES

### 7.1 Service points are welcoming, safe, accessible, vibrant, and responsive to community needs and NSW building standards & guidelines

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	October Annually	MMRL/ASO
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7.1.2 Review equipment requirements for branches and service points	standards and guidelines	October Annually	TSC
7.1.3 Undertake a comprehensive review of MRL buildings against SLNSW building standards and guidelines		October 2023	MMRL
<b>7.2 Branches &amp; Service Points have current Emergency &amp; Disaster Response Plans</b>			
7.2.1 Undertake a biennial review of the MRL Emergency & Disaster Response Plans	100% of buildings and conditions are appropriate to policy and SLNSW standards and guidelines	April 2022 2024	MMRL/DLC
<b>Strategy</b>			
<b>8. SUSTAINABILITY</b>			
<b>8.1 Services meet sustainability needs of the community</b>			
8.1.1 The Library supports sustainability	The library undertakes appropriate sustainability initiatives	Ongoing	MMRL/LC

### Legend: Responsible Officer

Manager - Macquarie Regional Library	MMRL
Library Services & Collections Coordinator	LSCC
Dubbo Libraries Coordinator	DLC
Technical Services Coordinator	TSC
MRL Library Coordinators (all)	LC
Branch Library Coordinators (all)	BLC
Information Technology Coordinator	ITC
Administration Services Officer	ASO