

2025-2029 Delivery Plan 2025/2026 Operational Plan



Macquarie Regional Library 2025–2029 Delivery Program 2025-2026 Operational Plan

Timeframe – June 2029

GOVERNANCE				
1.1 Governance procedures for the provision of professional and effective services are appropriate				
Action Code	Strategy	Action Code	Action	Responsible Officer
1.1.1	Macquarie Regional Library's (MRL) service delivery model is in accordance with the agreed service levels.	1.1.1.1	Review member councils' MRL Service Agreement.	MRL Manager
		1.1.1.2	Review the regional service delivery model to ensure that the most appropriate level of service is delivered.	MRL Manager
1.1.2	Annual performance is assessed.	1.1.2.1	Produce an MRL Annual Report, including an audited statement of accounts.	MRL Manager
1.2 Financial resources for the provision of professional and effective services are sufficient				
Action Code	Strategy	Action Code	Action	Responsible Officer
1.2.1	Income from value-added services increases by a minimum of 2.5% per annum.	1.2.1.1	Review MRL Revenue Policy [Fees and Charges].	MRL Manager
1.2.2	Member councils contribute sufficient funding to sustain the regional library service	1.2.2.1	Undertake annual and quarterly budget reviews to ensure cost efficiencies.	MRL Manager
1.3 Evaluation and planning for strategically managed services				
Action Code	Strategy	Action Code	Action	Responsible Officer
1.3.1	MRL has appropriate planning documents to ensure the delivery of high-quality library services.	1.3.1.1	Implement MRL Strategic Plan 2025-2030.	MRL Manager
		1.3.1.2	Review the MRL Delivery Program and Operational Plan.	MRL Manager
		1.3.1.3	Complete the annual SLNSW Public Libraries Statistical Return.	MRL Manager
		1.3.1.4	Complete the biennial report against the SLNSW Living Learning Libraries: Standards & Guidelines for the MRL Service.	MRL Manager
		1.3.1.5	Review MRL policies for consistency with legislation, and best-practice.	MRL Manager

SERVICES AND PROGRAMS				
2.1 Customers have access to a full range of high-quality programs and services				
Action Code	Strategy	Action Code	Action	Responsible Officer
2.1.1	100% of residents have ready access to library services.	2.1.1.1	Review the opening hours of branches/service points biennially.	MRL Manager
2.1.2	Community needs are met in accordance with the council's strategies, policies, budget, plans and industry guidelines.	2.1.2.1	Review the provision of services, programs, and collections for target and diverse groups.	MRL Manager
		2.1.2.2	Undertake a biennial community user and non-user survey.	MRL Manager
2.1.3	Member councils can assess MRL's performance.	2.1.3.1	Provide bi-annual reports on performance metrics, regional programs, services, and collections.	MRL Manager

COLLECTIONS				
3.1 Customers have access to current and relevant library collections				
Action Code	Strategy	Action Code	Action	Responsible Officer
3.1.1	Collection Development Policy provisions are relevant to customer needs.	3.1.1.1	Review Collection Development Policy.	MRL Manager

MARKETING				
4.1 Customers are informed and engaged with up-to-date services, programs, and resources, driving continued interest and participation				
Action Code	Strategy	Action Code	Action	Responsible Officer
4.1.1	Marketing and promotional plans are designed to reflect community expectations, ensuring that services, programs, and resources are relevant to customers.	4.1.1.1	Conduct a review and refine marketing and promotional plans to ensure they align with community expectations and drive customer engagement.	MRL Manager

INFORMATION TECHNOLOGY				
5.1 Information technology enables customers to access digital and online services seamlessly				
Action Code	Strategy	Action Code	Action	Responsible Officer
5.1.1	Customers have convenient access to a wide range of relevant library technologies.	5.1.1.1	Conduct a comprehensive review of the Library Management System to enhance functionality and ensure access to digital and online services.	MRL Manager

LIBRARY SPACES				
6.1 Service points are welcoming, safe, accessible, vibrant, and responsive to community needs and NSW building standards and guidelines				
Action Code	Strategy	Action Code	Action	Responsible Officer
6.1.1	Library buildings are appropriate to community needs and relevant SLNSW standards and guidelines.	6.1.1.1	Undertake annual inspections of buildings to ensure compliance with Work Health Safety (WHS) requirements in consultation with member councils.	MRL Manager
		6.1.1.2	Undertake a biennial review of library buildings against SLNSW building standards and guidelines.	MRL Manager
		6.1.1.3	Undertake a biennial review of branch libraries' emergency and disaster response plans.	MRL Manager