

Macquarie Regional Library

2024–2028 Delivery Program and 2024–2025 Operational Plan

Timeframe – June 2028

Timeframe - June 2025

1.1 Governance procedures for provision of professional and effective services are appropriate				
Delivery Program		Operational Plan		
Code	Strategy	Code	Action	Responsibility
1.1.1	MRL Service delivery model is considered appropriate, and agreed levels of service are provided in accordance with Library Service Review Improvement Plan	1.1.1.1	Review the regional service delivery model to ensure that the most appropriate level of service is delivered	Manager
		1.1.1.2	Review the MRL Service Agreement	Manager
1.1.2	Annual performance can be reviewed	1.1.2.1	Produce an MRL Annual Report, including an audited statement of accounts	Manager

1.2 Financial resources for provision of professional and effective services are sufficient				
Delivery Program		Operational Plan		
Code	Strategy	Code	Action	Responsibility
1.2.1	The annual General Rate variation % sets Council contributions as a minimum	1.2.1.1	Submit draft budget to MRL member councils	Manager
		1.2.1.2	Undertake quarterly budget review	Manager
1.2.2	Income from value-added services increase by a minimum of 2.5% per annum	1.2.2.1	Review MRL Revenue Policy [Fees and Charges]	Manager
1.2.3	Maximise grant and subsidy opportunities	1.2.3.1	Seek grant and subsidy opportunities to obtain full benefits for the Library Service	Manager/ Coordinators

1.3 Evaluation and planning for strategically managed services				
Delivery Program		Operational Plan		
Code	Strategy	Code	Action	Responsibility
1.3.1	MRL has appropriate planning documents to support delivery of quality services for the Member Council communities	1.3.1.1	Review the MRL Delivery Program [2028]	Manager
		1.3.1.2	Develop MRL Annual Operational Plan	Manager
		1.3.1.3	Complete the annual SLNSW Public Libraries Statistical Return	Resources & Technology Coordinator
		1.3.1.4	Complete the biennial report against the <i>SLNSW Living Learning Libraries: Standards & Guidelines</i> for the MRL Service [2025: 2027]	Resources & Technology Coordinator
		1.3.1.5	Review the MRL policies for consistency with policy, legislation, and best practice [2026]	Manager/Regional Office Coordinators

1.4 Customers have access to a full range of high-quality programs and services				
Delivery Program		Operational Plan		
Code	Strategy	Code	Action	Responsibility
1.4.1	100% of residents have ready access to library services	1.4.1.1	Review the opening hours of all branches/service points	Manager/ Coordinators/Branch Officers
1.4.2	Visitation numbers are maintained in accordance with SLNSW standards and guidelines	1.4.1.2	Collate visitation and attendance at programs and events at each branch and service point	Manager/ Coordinators/Branch Officers
1.4.3	Community needs are met in accordance with the Strategic Plan, policies and industry guidelines	1.4.1.3	Review the provision of services, programs, collections and technology, particularly for target and diversity groups	Manager/ Coordinators/Branch Officers
		1.4.1.4	Undertake biennial community user and non-user survey	Regional Library Services Coordinator
		1.4.1.5	Review the MRL branding and website [2026]	Regional Library Services Coordinator
1.4.4	Member Councils can assess the MRL's performance	1.4.1.6	Compile quarterly reports on programs, services, collections and technology	Manager/ Coordinators/Branch Officers

1.5 Information technology enables staff and customers to access required information and library resources and services				
Delivery Program		Operational Plan		
Code	Strategy	Code	Action	Responsibility
1.5.1	Staff and customers have access to appropriate information technology resources and information services	1.5.1.1	Undertake a comprehensive review of the Library Management System [2026]	Regional Office Coordinators
		1.5.1.2	Review business continuity, technology plans and strategies	Manager/Regional Office Coordinators

1.6. Service points are welcoming, safe, accessible and responsive to community needs and NSW building standards & guidelines				
Delivery Program		Operational Plan		
Code	Strategy	Code	Action	Responsibility
1.6.1	100% of buildings and conditions are appropriate to policy and SLNSW standards and guidelines	1.6.1.1	Undertake a review of MRL buildings against SLNSW building standards and guidelines. [2026]	Manager/ Coordinators/Branch Officers