

# 2022/2023 OPERATIONAL PLAN

**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	1.1.1 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
	1.1.2 Review the MRL Service Agreement	
	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 library services increases by 2.5% p/a
	1.3.2 Develop MRL Annual Operational Plan	MRL has appropriate planning documents to support delivery and access to quality services for the Member Council communities
	1.3.3 Complete annual SLNSW Public Libraries Statistical Return	
	1.3.4 Complete the biennial report against the SLNSW Living Learning Libraries: Standards & Guidelines for the MRL Service	
	1.3.5 Review MRL policies for consistency with policy, legislative, and best-practice	

<b>2. People Management</b>	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	
	2.1.3 Review the MRL organisational structure	The staffing levels are appropriate to meet organisational needs and SLNSW guidelines
<b>3. Services &amp; Programs</b>	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
	3.1.7 Review MRL website and branding	
	3.1.8 Produce comprehensive quarterly statistical reports on library activities at branches and service points	Member Councils can assess the MRL's performance
	3.1.9 Compile a quarterly overview report on programs, services, and special events	
<b>4. Collections</b>	4.1.1 Undertake analysis and report on annual statistics, collection profiles and usage	MRL's performance meets community needs
	4.1.2 Review Library Management System and database integrity biennially	Database records conform to recognised bibliographic and industry standards
	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
<b>5. Marketing</b>	5.1.1 Review and develop an annual Marketing Plan	Marketing & promotional plans are developed to promote library services & resources to councils and communities
<b>6. Information Technology</b>	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
	6.1.4 Review business continuity, technology plans and strategies	
<b>7. Library Accommodation</b>	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	
<b>8. Sustainability</b>	8.1.1 The Library supports sustainability	The Library undertakes appropriate sustainability initiatives