

WORKPLAN FOR THE CRLC 2012 - 2016 - DRAFT **Reviewed Nov 2014**

STRATEGIES		2012				2013				2014				2015				2016		
		4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr			
PRIORITY	1	Customer Service Delivery: collections, programs and activities, service delivery and charters, marketing, promotion and access																		
		1.1. Maximise customer access to library services																		
L	*	1.1.1. User and Non-User Survey																		
H	**	1.1.7 Inventory Management - RFID	√	√	√	√			√		√		√		√		√	√	√	
		1.2 Well managed, relevant and timely and up-to-date collections that meet community needs and demands																		
H		1.2.1 Collection management plan		√				√					√				√			
H		1.2.2 Local History /Genealogy Strategy		√		√		√					√	√			√			
H-M		1.2.3 Community Collection needs survey									√			√						
M		1.2.4 Develop a comprehensive Digital Collection									√			√					√	
H		1.2.5 Develop a DVD Collection									√			√					√	
H		1.2.6 Increased databases				√				√				√			√		√	
H		1.2.7 Process streamlining and restructure									√			√						
H		1.2.8 Expand Aboriginal Resources		√				√					√				√			
H		1.2.9 New Technologies			√				√				√							
L		1.2.10 Develop a Corporate Library Service																		
		1.3 Relevant and contemporary targeted services, programs and activities																		
H-M		1.3.1 Marketing Plan			√				√					√					√	
H-M		1.3.2 CRL Identity & Signage			√															
		1.5 Engaged and supported community																		
H-M		1.5.1 targeted public consultations			√			√			√			√			√			
H		1.5.4 Annual Community Book Selection		√				√			√			√			√			
		3 Business Systems and Management: standards, policies, procedures, guidelines, communication and organisational structure																		
		3.1 A library service that meets contemporary operational standards																		
H		3.1.1 Review policies, procedures		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
M		3.1.4 Review Library Management System																		
M-H		3.1.5 Integration of CRL staff into new Grafton Library						√	√	√	√	√	√	√	√	√	√	√	√	
		4 Resourcing: financial management and performance, asset management, staffing (human resources)																		
		4.1 Responsible and accountable financial/resource management																		
H		4.1.1 Budget informed by strategic objectives																		
H		4.1.2 Annual budget workshops																		
H		4.1.3 Increased library income				√				√				√					√	
H		4.1.4 Library Stock appropriately insured				√				√				√					√	
M		4.1.5 Staffing levels																		
		4.1.6 Budget Balance sheet - quarterly report	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
		4.1.7 Review																		