WORKPLAN FOR THE CRLC 2016 - 2020 - DRAFT

PRIORITY	#	STRATEGIES	2016 4th Qtr	2017 1st Qtr	2017 2nd Qtr	2017 3rd Qtr	2017 4th Qtr	2018 1st Qtr	2018 2nd Qtr	2018 3rd Qtr	2018 4th Qtr	2019 1st Qtr	2019 2nd Qtr	2019 3rd Qtr	2019 4th Qtr	2020 1st Qtr	2020 2nd Qtr	2020 3rd Qtr
	1	**Community Service Delivery: collections, programs facilities and activities, service delivery and charters, marketing, promotion community information, community identified needs and access**																
	1.1.	**Maximise community access to library services**																
L	1.1.1.	Conduct a User and Non-User Survey													√	√		√
H-M	1.1.7	Support access to collection by improved inventory management								√								√
	1.2	**Well managed, relevant and timely and up-to-date collections that meet community needs and demands**																
H	1.2.1	Regional Collection Management Pan										√						
H-M	1.2.2	Community Collection needs Survey					√							√				
H-M	1.2.4	Implement Local Studies and Family Strategy		√				√				√				√		
M	1.2.5	Develop and promote comprehensive digital collection resources			√				√				√				√	
H	1.2.6	Develop a DVD Collection				√				√				√				√
H	1.2.7	Review eResources for relevance					√				√				√			
M	1.2.8	New technologies					√				√				√			
L	1.2.9	Investigate lending Objects																√
M	1.2.10	Develop a Corporate Library Collection/Service										√				√		
H-M	1.2.11	Develop a Literacy Focus			√				√				√				√	
	1.3	**Relevant and contemporary targeted services, programs and activities**																
M	1.3.1	Marketing/Promotional Plan			√				√				√				√	
M	1.3.2	Develop a visible library identity			√				√				√				√	
H	1.3.5	Develop Aboriginal resources and services		√				√				√				√		
H_M	1.3.6	Develop a business outreach service												√				√
	1.4	**Optimum, recognised and transparent customer standards and practice**																
	1.4.1	Library Customer Service Charter						√								√		
	1.4.2	Obtain eSmart library accreditation		√				√				√				√		
	1.5	**Engaged and supported community**																
H-M	1.5.1	targeted public consultations									√							
M	1.5.4	Annual Community Book Selection		√				√				√				√		
	3	**Business Systems, Management and Resourcing: standards, policies, procedures, guidelines, communication tools and organisational structure. Libraries are well resourced & sustainable.**																
	3.1	**A library service that meets contemporary operational standards**																
H	3.1.1	Review policies, procedures	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
L	3.1.4	Review Library Management System																
M-H	3.1.5	Maintain effective work practices between Regional Services staff and																
	3.2	**Responsible and accountable financial/resource management**																
H	3.2.1	Budget informed by strategic objectives	√				√				√				√			
H	3.2.2	Annual budget workshops	√				√				√				√			
H	3.2.3	Increased library income				√				√				√				√
H	4.1.4	Library Stock appropriately insured																
M	4.1.5	Staffing levels																
		Budget Balance sheet - quarterly report	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
		Review - CRL workplan - annually	√				√				√				√			

☒ not reportable within this period