Fraser Coast Libraries – Strategic Plan
Implementation of Key Strategies – Operational Plan 2011/12

Key Strategies	Performance measure	Actions					
Our Community working together							
We will work in partnership to deliver our services and programs. We will develop our services to suit lifestyles and diverse needs in our community. Promote, preserve and share our past to enrich our future Engage with our community to ensure awareness of our services, programs and resources Provide a current, relevant, well-used and customer driven collection	Significant contribution from library services will aid Council in building dynamic, healthy and smart communities; aware of the diverse range of community services and facilities and actively participating in the opportunities to promote the Fraser Coast lifestyle. KPIs: Target of 5% increase visits/members/loans/participation rates/partnered programs per annum.	**CUSTOMER SERVICES** Identify areas of population growth in the region and promote library membership and facilities. Communicate with library teams at all branches and work together to promote programs and activities eg. Counter and branch staff to actively promote face-to-face and via handouts. Provide brochures and promotional membership offers to Council Service Points and Community Centres. Ensure staff are trained to provide excellent customer service to all members of our community. Attend community events to promote library services. Ensure shelving meets SLQL standards. Shelving to be tidy, attractively presented and conducive to increasing loan statistics eg. Impulse stands, displays of recently borrowed items. Ensure that premises, exits and entries and facilities are accessible to all customers.	**CHILDRENS AND YA SERVICES** Participate in community events to promote our programs and services e.g. Under 8s week, Book Week, school visits Identify changing trends in children's services and adapt to meet those trends Attend meetings of community groups and promote the resources and services offered by the library Identify gaps in the junior and young adult collections across all libraries and purchase resources to fill those gaps Assess the children's and young adult spaces at all libraries. Identify areas that need refurbishing and/or maintenance.	**COMMUNITY SERVICES** Strategically align all activities to Council objectives. Explore partnership opportunities: Gauge satisfaction & future needs Promote resources & services to users & non-users: Research uses for new technologies to help engage with customers & non-users	**TECHNICAL SERVICES** Review currency and relevance of collections Provide new collections and services Undertake De-selection program at all branches. Review of resource expenditure Review /update cataloguing fact sheet according to industry standards. Training workshop for cataloguing staff. Review & update Technical Services Operational Plan	**INFORMATION SERVICES** Develop programs to encourage debate and raise community awareness and knowledge to create a marketplace of ideas (eg. Book a Librarian, What's new on the web – RSS, Twitter) Partner with community organisations to collaboratively deliver programs and services (eg. Genealogy Online Provide links from Library catalogue to photograhs in Picture Queensland	

Fraser Coast Libraries – Strategic Plan
Implementation of Key Strategies – Operational Plan 2011/12

Key Strategies	Performance measure	Actions					
We will provide flexible, safe and accessible community spaces through effective planning, refurbishment and maintenance.	KPIs: Refurbishment programs on time and on budget.	Assess RFID security gate system at Howard and Tiaro libraries.					
Skilled, confident, customer focussed team							
Invest in skills development Recruit, retain, develop a diverse, skilled workforce Investigate, develop and support a program promoting a customer focused service Investigate, develop and support improved communication strategies to build a cohesive team	Our library team will continue to provide professional, friendly library services to our community with exceptional focus on our customer and a culture of continuous improvement and flexibility. KPIs: 5% increase in staff attendance at professional development and training activity per annum.	Building of confidence and skills of staff by providing a wide range of training and development opportunities for all staff – provision of course information and multi-skilling. Training of staff in use of new equipment and technology. Run library-specific customer service training programs for staff (internal and external providers). Team meetings and promotion of effective horizontal and vertical communication between branches and all levels of staff. Patron education in use of equipment and facilities.	Identify training needs within the youth services team. Provide training as it becomes available to develop the skills of our team.	Identify training requirements & availability	Training of staff in use of new equipment and technology.: AURORA Acquisitions module, Bolinda Downloadable collection. RFID Security		

Fraser Coast Libraries – Strategic Plan
Implementation of Key Strategies – Operational Plan 2011/12

Key Strategies	Performance measure	Actions					
		Customer service surveys of patrons. Implementation and maintenance of consistent and up to date procedures across branches to ensure consistency of customer service.					
Our systems and technology will be innovative, reliable, and user friendly							
Maximise the capability of our LMS while keeping abreast of industry developments	One Library Service identity delivering a range of services including online content. We actively work towards continuous improvement in all that we do, through a willingness to try new ways of service delivery. We commit to sustainable principles in all our work practices.	Provide feedback to technical staff regarding requirements to improve efficiency and effectiveness of systems for customers and staff to improve service. Training and procedures for customer service staff to be up to date to maximise use of LMS and provide efficient and effective customer service. Staff to be informed and knowledgeable about new technology, services and resources, eg. Downloadable resources, playaways and databases. Staff to provide patron education in use of services and resources to optimise customer service benefits eg. Promote online enrolment, renewals and reservations, self serve	Continue making new technologies available to youth services staff so that they can keep abreast of new developments.	Train staff & launch Aurora based MB Toy Library Explore possibility of profiling housebound members	Keep up to date with latest releases Report problems to LMS company Consult with Neighbouring Libraries and State Library for future systems directions Concept plan for new LMS in Budget 2012-13 Liaise with LMS user group	Further develop automation of Public-usage of computers and Standard branded platforms (Hardware) Dell	
Deliver relevant online services and downloadable content while keeping abreast of industry developments	KPIs: Target of 5% increase visits/members/loans/participation rates/partnered programs per annum.				Review downloadable content and new formats. Add new formats to resource budget _____ _____		

Fraser Coast Libraries – Strategic Plan
Implementation of Key Strategies – Operational Plan 2011/12

Key Strategies	Performance measure	Actions					
Maximise the self serve environment for the benefit of our customer Increase the outsourcing services for the development of our collection		facilities.			Outsourcing and end processing of Junior Fiction & adult fiction. Cost additional funding for 2012-13 budget Investigate cost of subscriptions for Magazines for 2013-14 budget		
Clear strategic direction through accountable governance							
Implement clear strategic planning processes Meet all financial requirements of Council Ensure all legislative requirements are met Investigate and implement effective evaluation mechanisms of our service	A sustainable library service with an integrated strategic, operational and asset management planning in place. Evidence based data and reporting will guide our planning. KPI: Meet budget and plans adopted by Council.	Review and update strategic plan on a regular basis in conjunction with other service area Librarians and Regional Librarian. Spending on services and facilities to meet funding levels and be expended in a responsible and timely manner. Collection and maintenance of service and patronage statistics. Customer feedback, and suggestions to be considered and responses given.	Develop a regional spreadsheet to record all purchase from the children's activities budget. Resources expenditure complies with State Library SLA, Council Purchasing Policy & Library Collection Development Policy. Expenditure for children's activities stays within budget. Ensure that all staff have current blue cards and that all state and legislative requirements related to working with children are met. Analysis of statistics from	Introduce a Feedback mechanism on all events	Resource expenditure complies with State Library SLA, Council Purchasing Policy & Library Collection Development Policy Continue to review statistical data and have new SQL written as required Collection Management Statistics as per State Library reporting requirements. Run annual maintenance programs of LMS to	Expend all monies allocated to Reference Collections in a responsible and timely manner Collection and maintenance of relevant Information Services statistics Collection and collation of statistics from all areas of Library services from all library locations Report on all required areas of Information Services as required. Conduct all	

Fraser Coast Libraries – Strategic Plan
Implementation of Key Strategies – Operational Plan 2011/12

Key Strategies	Performance measure	Actions					
Meet all reporting requirements of our Council and State		Adhere to SLQ guidelines eg. shelving and collection requirements	ABS to ensure current knowledge of populations of young people of all ages in the region. Evaluate our programs and services against the Young Peoples Services Standard.		reflect current statistics	Performance Appraisals of staff supervised by the Information Services Librarian in a timely manner paying attention to Council requirements.	