



Integrated Planning Strategy

2014 – 2018

RRL Integrated Planning Strategy 2014-2018

Our Vision

Inspiring people, engaging communities, enriching lives

Our Mission

Creatively connecting people, information and knowledge

Our Values

Respect for people, ideas and knowledge
Commitment to fostering learning communities
Integrity, equity and quality of service

RIVERINA REGIONAL LIBRARY STRATEGY MAP

Our Strategic Priorities

Build Capacity	Innovation and Accountability	Create Connections
Optimise our physical and virtual spaces	Optimise existing and emerging technologies	Establish and maintain partnerships and strategic alliances
Establish an enabled workforce through the development of skills, leadership and advocacy	Follow a philosophy of “Plan, Do, Review and Report”	Develop programs, collections and services that strengthen communities
Maximise funding models and opportunities	Foster a culture of innovative thinking	Foster a community learning culture

Strategic priorities of the Riverina Regional Library Integrated Planning Strategy have been developed with a view to aligning with and complementing the Integrated Planning and Reporting systems of member Councils.

Strategic Priority: Build Capacity

OUTCOMES	OBJECTIVES	ACTIVITIES	TIMEFRAME	PERFORMANCE INDICATOR
Optimise our physical and virtual spaces	Content and services are available to branches and the community when, where and how they are wanted	Investigate developments and options for a universal digital platform for RRL e-resources	Ongoing – reported quarterly	Appropriate options investigated
		Raise awareness of staff at all branch libraries of emerging trends in library fitout, re-design and usage patterns	Ongoing – reported annually in June	Report provided annually at Branch Meeting and Training Day
	Provide support to RRL member Councils in the development of new, refurbished and refreshed Library building and renovation projects	Provide advice and assistance with grant applications and best practice standards	Ongoing – reported annually in June	Advice and assistance provided as required
		Guide branch staff in the creating and maintaining of welcoming and functional spaces that encourage the use of the library	Ongoing – reported annually in December	Advice provided for the creation and maintenance of welcoming and functional spaces
	Establish and maintain a relevant online presence	Maintain a website that is engaging, up-to-date, and rich in content	Ongoing – reported quarterly	Website is maintained and up to date
		Support the application of social media tools across the region	Ongoing – reported quarterly	Training in the use of social media tools and content is provided to branch staff
	Provide and maintain a accessible and responsible mobile library service to participating Councils	Undertake an annual review of mobile library service requirements with participating Councils	Ongoing – reported annually in March	Annual review undertaken and reported
		Review and maintain RRL social media and website for the RRL and the mobile libraries	Ongoing – reported quarterly	Social media and RRL website kept up to date with latest information

	Aim to meet the Standards & Guidelines for Australian Public Libraries baseline library visitation target (5.2 per capita per annum)	Provide a statistical analysis of RRL branch library visitation in relation to the Australian Public Libraries baseline library target	Ongoing – reported annually in June	Report on RRL branch library visitation statistics
Establish an enabled workforce through the development of skills, leadership, advocacy	Provide branch libraries with tools and training to attract, manage and retain volunteers	Develop a volunteer package for RRL branch libraries	30 June 2015	Volunteer package developed and delivered to branch staff
	Ensure an organisation structure that meets changing needs	Review organisational structure annually to ensure alignment with changing needs	Ongoing – reported annually in March	Annual organisational structure review undertaken
	Build succession planning into the annual staff Individual Performance & Development Plan (IPDP) process to support the development of future leaders	Staff IPDPs include succession planning and documenting of processes as actions	Ongoing – reported annually in September	All staff IPDP's include succession planning and documenting of processes as actions
	Involve staff in library sector advocacy through participation in external library and other-sector forums	Opportunities are provided for staff to participate in external and other sector forums	Ongoing – reported quarterly	Staff attend and participate in external and other sector forums as appropriate
Maximise funding models and opportunities	Ensure that the internal funding model is robust and that external funding is optimised	Identify grant opportunities and apply for funding as appropriate	Ongoing – reported annually in December	Grant opportunities are identified and applied for as appropriate
		Continue to lobby for improved library funding from the State Government	Ongoing – reported quarterly	Lobbying for improved funding from the State Government is undertaken
		Apply, maintain and review the RRL funding model	Ongoing – reported annually in March	RRL funding model reviewed

Strategic Priority: Innovation and Accountability

Optimise existing and emerging technologies	Support the implementation of new technologies at branch libraries	Research, review and apply emerging library technology innovations as appropriate	Ongoing – reported quarterly	Library technology innovations researched, reviewed and applied as appropriate
		Explore new and emerging technologies for program delivery at branch libraries	Ongoing – reported quarterly	Online programs are offered to branch libraries
	Maximise the capability of critical technology platforms including Libero and RFID	Promote the strategy for maximising the use of self loan stations at RRL branches	Ongoing – reported quarterly	The strategy is promoted and statistical data is assessed to identify usage trends
		Provide statistical analysis of SMS, eMessaging and RFID applications	Ongoing – reported quarterly	Produce quarterly SMS, eMessaging and RFID statistical reports
Plan, Do, Review and Report	Ensure required planning and reporting mechanisms are in place	Review Service Level Agreements with member Councils and RRL Integrated Planning Strategy annually	Ongoing – reported annually in March	Annual review of Service Level Agreements and Integrated Planning Strategy conducted
		Administer quarterly Service Level Agreement and RRL Integrated Planning Strategy reporting through Performance Planning	Ongoing – reported quarterly	Quarterly Service Level Agreement and RRL Integrated Planning Strategy reports developed and circulated no more than 6 weeks after the reporting period
		Compile comprehensive quarterly statistics of library activity at RRL branches	Ongoing – reported quarterly	Quarterly statistics of library activity at RRL branches compiled no more than 6 weeks after the end of each quarter
		Compile annual statistics of collection profile and usage at RRL branches	Ongoing – reported annually in September	Statistics of collection profile and usage at RRL branches reported annually
		Compile and distribute a financial year Annual Report	Ongoing – reported annually in December	Annual reported prepared and distributed

	Comply with Work Health Safety requirements	Conduct and report on quarterly workplace inspections for RRL Headquarters and mobile libraries	Ongoing – reported quarterly	Quarterly workplace inspections conducted and reported
	Apply and maintain a continuous improvement approach	RRL Headquarters staff incorporate continuous improvement thinking to all aspects of their work. Continuous improvement outcomes documented at monthly staff meetings and reported quarterly	Ongoing – reported quarterly	Continuous improvement outcomes reported
		Participate in a biennial external customer perceptions survey	Biennially (2014, 2016, 2018)	External customer perceptions survey conducted; results collated and distributed
		Review RRL policies annually	Ongoing – reported annually in December	Annual policy review undertaken
Foster a culture of innovative thinking	RRL Management Team leads organisation wide innovation	Fortnightly meetings of the RRL Management Team include a standing item of Innovation on the agenda	Ongoing – reported quarterly	Innovation opportunities identified and implemented as possible and appropriate
	Participate in innovation forums, and spend time “working on the system”	RRL staff participate in appropriate forums and working groups	Ongoing – reported quarterly	RRL staff participation in forums is reported
	Promote innovation to the RRL Advisory Committee and branch libraries	The Advisory Committee and branch libraries are informed of emerging trends in library services and their benefits to RRL and communities	Ongoing – reported quarterly	Report to the RRL Advisory Committee, newsletter to branches and portal updates.

Strategic Priority: Create Connections

Establish and maintain partnerships and strategic alliances	Develop partnership skills for staff at branch libraries	Train branch staff in partnership development.	Ongoing – reported annually in June	Partnership training provided to all branch staff
	Assess library sector partnerships and alliances	Review implications for RRL associated with the Final Report of the NSW Independent Local Government Review Panel	September 2014	Provide report to the October 2014 meeting of the RRL Advisory Committee
Develop programs, collections and services that strengthen communities	Maximise accessibility to digital collections	Evaluate and expand RRL digital content	Ongoing – reported quarterly	Digital content of the RRL collection evaluated and expanded
	Review and maintain collection management processes	Review the Collection Development Policy annually	Ongoing – reported annually in December	Collection Development Policy reviewed
		Review performance of strategic procurement process	Ongoing – reported quarterly	Supplier performance evaluated and reported
	Aim to meet the Standards & Guidelines for Australian Public Libraries baseline target for per capita expenditure on collections (\$5.34)	Provide a statistical analysis of RRL per capita expenditure for collections in relation to the Australian Public Libraries baseline target	Ongoing – reported annually in June	Report on RRL per capita expenditure for collections
	Ensure a system of relevant program development and delivery to branch libraries is in place	Provide a suite of annual programs for delivery at branch libraries	Ongoing – reported annually in March	Annual program calendar provided to branch libraries
Foster a community learning culture	Establish our libraries as community hubs	Promote branch libraries for use by community groups	Ongoing – reported quarterly	Community groups use branch libraries
	Use our libraries to foster life-long learning	Promote areas of the collection to branch staff for community learning	Ongoing – reported quarterly	Provide targeted lists of resources for display during events

		All programs have a learning, literacy or leisure focus	Ongoing – reported quarterly	Provide targeted programs to branch libraries
		Maximise the RRL Book Club program and investigate the possibility of developing further self-managed programs	Ongoing –reported annually in March	Provide RRL Book Club statistics and update on emerging self-managed programs
	Aim to meet the Standards & Guidelines for Australian Public Libraries baseline library membership target (45% of the population)	Provide a statistical analysis of RRL membership in relation to the Australian Public Libraries baseline target	Ongoing – reported annually in June	Report on RRL membership