



We provide library services and programs that connect people and support lifelong learning and enjoyment.



4.13 LIBRARIES

What we do

We provide 8 libraries:

- Injune - Multipurpose Complex, Hutton Street;
- Jackson - Edward Street;
- Mitchell - Library Gallery Building, Cambridge Street;
- Mungallala - Adjoining the Mungallala Memorial Hall, Redford Street;
- Roma - Community Arts Centre, 38-44 Hawthorne Street;
- Surat - Cobb & Co Changing Station, Burrowes Street;
- Wallumbilla - School of Arts Memorial Hall, corner of High and Chadford Streets;
- Yuleba - Customer Service Centre, Stephenson Street.

Library users have access to an array of books, magazines, compact discs, public computers and the internet. Access is also available via the Rural Libraries Queensland network to a diverse range of collections, services and activities.

We provide activities such as storytelling sessions, book clubs, children's education groups, parenting sessions, seniors' technology workshops and much more!

Membership is free, as is our WiFi.

Why we do it

Our places and spaces meet users' educational, information and recreational needs. We want to create a welcoming, inclusive and stimulating environment where lifelong learning, self-empowerment and creativity is encouraged and a love of reading is nurtured.

What we must do

Queensland Government

Service Level Agreement with the Library Board of Queensland
State Library of Queensland
Rural Libraries Queensland
Department of Human Services
Smart Services

Other documents

Maranoa Libraries Strategic Plan 2015-2020
Maranoa Community Plans

Did you know

Our library users are able to borrow and return items to any of the region's libraries.

Rural Libraries Queensland (RLQ) library membership allows free access to a wealth of e-resources for library users.



In partnership with the community, we contribute to the implementation of the Maranoa Arts and Culture strategy, with a key objective being:

- *Libraries make literature and technology accessible to all residents.*

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Corporate Plan 2018-2023 and Operational Plan 2021/22

Corporate Plan (What we aim to do)	Operational Plan 2021/22
4.13.1 Continue to service eight library services across the region - Injune, Jackson, Mitchell, Mungallala, Roma, Surat, Wallumbilla and Yuleba, with regional collaboration in the development and delivery of public programs and other events.	<p>Annual service</p> <p>Programming and outreach services</p> <p>Develop/implement:</p> <ul style="list-style-type: none"> - Online Storytime - First 5 Forever services - Library volunteer program - Youth displays - Skills and knowledge sharing with the community.
4.13.2 Progressively plan for and construct a new fit for purpose library facility in Wallumbilla, providing temporary alternative accommodation in the interim in the Wallumbilla Hall.	Wallumbilla Calico Cottage precinct detailed design.
4.13.3 Continue "Library Corner", providing a range of activities and programs catering for diverse ages and interests.	<p>Annual service</p> <p>Library Corner</p> <p>Policy development and implementation:</p> <ul style="list-style-type: none"> - Membership Policy - Internet Use Policy - Team meeting Policy - Volunteer Policy
4.13.4 Where practical, integrate provision of a range of services and infrastructure that library customers can access.	<p>Improve library infrastructure –</p> <ul style="list-style-type: none"> - Mitchell library internal layout - Roma library internal and external layout
4.13.5 Ensure our library services comply with Queensland government requirements, funding agreements and professional standards.	<p>Annual review – Compliance with State Library of Queensland's Library Standards and Guidelines and Service Level Agreement.</p> <p>Professional development - training for library staff</p> <p>Public Relations, Advocacy, and Marketing:</p> <ul style="list-style-type: none"> - Expand electronic communication and social media - Develop target marketing plans for library resources - Develop a library e-news bulletin <p>External Engagement: Conduct surveys to rate access, facilities and service quality.</p>

Annual services

What we do	Corporate plan reference	Target service levels
Library services		
Core public library services	4.13.1, 4.13.5	Published opening times. Free membership. Free use of internet and Wi-Fi. Annual reports to the State Library of Queensland.
Authoritative, accessible information services	4.13.1	Innovation in development of collections online access e.g. OPAC (Online Public Access Catalogue). Enhanced features and functions of the Maranoa libraries website.
Collections and services to support individual and community quality of life	4.13.1	Library Corner program High quality library collections that align with community needs and the direction of digital collections. Responsiveness to the changing demographic profile of the Maranoa. Established priorities for the Maranoa local history collection.
Customer service		
Quality service and a commitment to pursue excellence	4.13.5	Staff training and development 3 times a year. Active participation in the development and improvement of service delivery. Following Council's customer service charter in all interactions with customers.
Infrastructure		
Places for the community to come together	4.13.4	Well-designed physical spaces for our eight libraries. Physical spaces that safely cater for diverse and contemporary needs. Investment in maintenance, sustainability and efficiency improvements.



State Library of Queensland First 5 Forever program funded a mobile trailer to travel throughout the region. The mobile trailer is filled with literature, games and activities suitable for children below the age of five.

Our business partners, stakeholders and customers



Local residents
Ratepayers
State Library of Queensland
Queensland Museum
University of Queensland
Department of Human Services
Smart Services Queensland
Our staff customer service and Libraries.

How we are managing the key operational risks

Risk	Actions underway / planned
<ul style="list-style-type: none"> Threat to personal safety of staff <p>Working in isolation and dealing with difficult customers.</p>	<ul style="list-style-type: none"> Training to all library staff on dealing with difficult customers. Additional staff rostered on at the Roma library during school holidays. Duress buttons installed for libraries with security systems: <ul style="list-style-type: none"> - Roma Library (portable units) - Yuleba Service Centre / Library Design considerations where work environments are redeveloped. Investigate installation of duress alarms at: <ul style="list-style-type: none"> - Jackson Library - Wallumbilla Library Development/updating of Emergency Response Plans for Libraries.
<ul style="list-style-type: none"> Ability to cover staff absences and provide services at smaller libraries 	<ul style="list-style-type: none"> Progressively investigating and implementing co-location of services. Multiskilling of other staff.
<ul style="list-style-type: none"> Availability and diversity of books and other publications 	<ul style="list-style-type: none"> Stock rotation from library to library on a regular basis. Promotion of online and manual book ordering systems. Detailed analysis of library members' borrowing to ensure that trends are identified and personal preferences are considered.
<ul style="list-style-type: none"> Removal of State Library of Queensland Agreement 	<ul style="list-style-type: none"> Adherence to service level agreement conditions. Inclusion of conditions in the Library Strategic Plan. Communication with library team members about the conditions.
<ul style="list-style-type: none"> Damage to facility by fire or natural event 	<ul style="list-style-type: none"> Design considerations. Emergency management systems in place including emergency response and repair work carried out as soon as possible. Work prioritisation processes in place. Roof guttering checked and cleaned out on a regular basis on appropriate buildings to assist with collection / disposal of rainwater. Insurance in place where appropriate.

How we are managing the key operational risks continued

Risk	Actions underway / planned
<ul style="list-style-type: none"> Pandemic <p>Interruption to services due to illness and or library closure.</p>	<ul style="list-style-type: none"> Ensuring staff are kept up to date with the latest information and guidelines from Government bodies in relation to the pandemic. Providing all necessary resources and supplies for the prevention and management of staff and visitor illness. Maintaining the availability of a diverse range of e-resources through Libraries and ensure that staff are fully trained in the use of these e-resources. Maintenance and effective use of social media and online information sharing platforms. Ensuring innovative approaches to service delivery that reflect changes in user expectations and drive community access to, and engagement with the library collection.
<ul style="list-style-type: none"> Technological risks & information management 	<ul style="list-style-type: none"> Installation of back-up power supplies where possible. Training to all library staff in the use of Council's Information Management System and appropriate storage of files. Establishment of an external contact network (personal mobiles).
<ul style="list-style-type: none"> Collection management 	<ul style="list-style-type: none"> Where applicable - digitisation of historical collections and information.
<ul style="list-style-type: none"> People and performance 	<ul style="list-style-type: none"> Low risk tolerance to poor workplace behaviours. Ensure active engagement with all workers through team chats, videoconferences, teleconferences and regular check-ins both formally and informally. Provide access to employee assistance programs to support those struggling with personal issues during the crisis.
<ul style="list-style-type: none"> Service delivery and business continuity <p>The reliability of the systems that underpin our service delivery, and assurance of their continuity.</p>	<ul style="list-style-type: none"> Ensure innovative approaches to service delivery that reflect changes in user expectations and drive community access to, and engagement with the library collection.
<ul style="list-style-type: none"> Governance and compliance 	<ul style="list-style-type: none"> The Library aims for full compliance with statutory obligations. In the event that a breach is identified, it will be rectified and managed in a timely manner. Focus on decision making that is lawful and ethical.

4.13 LIBRARIES

Our finances - Libraries

Operations	2018/19 \$	2019/20 \$	2020/21 Quarter 4 review \$	2021/22 Cost and funding estimates \$	2021/22 Reduced budget \$
Operating revenue	\$76,030	\$61,380	\$64,198	\$63,698	\$63,698
Fees and charges	156	-	500	-	-
Grants, subsidies and contributions	75,874	61,380	63,698	63,698	63,698
Operating expenses	\$544,493	\$509,722	\$583,714	\$706,751	\$705,876
Employee costs	478,213	462,660	517,157	696,751	696,751
Materials and services	28,656	23,884	20,000	10,000	9,125
One-off initiatives (operating projects)	37,624	23,178	46,557	-	-
Depreciation expense	-	-	-	-	-
Operating result / (deficit) - Contribution required from general revenue	(\$468,463)	(\$448,342)	(\$519,516)	(\$643,053)	(\$642,178)