

## Activities

'Key activities' recognise the Library's key goals – equality of access, education and inclusiveness while maintaining a pleasant place for social interaction.

1. Maintain the Library's existing collection, and broaden and enhance its quality, topics and currency of materials
2. Develop collection according with the aims of the Library Constitution
3. Maintain existing newsletter, web site, 'Koha' software data base, record keeping, volunteer welfare, infrastructure and equipment
4. Extend education links, workshops, book discussions, children's activities
5. Maintain and develop communication channels with supporters (members, volunteers, local businesses and organisations, Sunshine Coast Council)
6. Raise sufficient funds to support the above via Library accounts and gift fund
7. Provide service for the house-bound – book delivery.
8. Provide a venue for community, Library fund raising or group meetings.

## Resources

1. The Library collection (inc. books, videos, magazines, internet access, DVD's etc)
2. Diversified expertise of the Management Committee and volunteers
3. A support structure of associated personnel including volunteers, local businesses and organisations
4. Existing infrastructure – both Library buildings, services
5. Association with the Sunshine Coast regional Libraries.
6. Print facilities; kitchen facilities; art displays; photocopier, computers

## Partners

1. Community members – donations, referees
2. Sunshine Coast Council – funding
3. Lions Club Blackall Range – project support
4. Mapleton IGA plus Bunnings Sausage Sizzle
5. Mapleton Tavern - donations
6. RSL Nambour - grants
7. Maleny Credit Union - grant
8. Mapleton Pharmacy – donations
9. Blackall Range Zonta Club
10. Mapleton and District Community Centre
11. All other local businesses – donations.

## Value Propositions

### 1. For members

- Friendly and helpful welcome from the volunteers
- Explanation on the aims of the Library
- Education with regard to our collection, workshops, events
- A comfortable place for social interaction.
- The opportunity for consultation and invitation to provide input (via various media) when changes to the Library are planned

### 2. For the wider audience

- Access to comprehensive lists of books and magazines
- The opportunity for parents and teachers to use our collection for educational purposes
- Information on Library web site, social media and in the newsletter enables everyone to plan their visits to suit their inclinations and interests and so maximise their satisfaction
- Opportunity for new community members to meet others
- Examination supervision – home schooling requirements
- Garden produce exchange
- The opportunity to work collaboratively with other community members and associations

### 3. Advice/retreat for community members

- Literature advice when requested
- JP services
- Somewhere to meet, rest, socialise.
- Boarder community information

### 4. A range of products or services

- Choice of books, magazines, JP services, internet and computer access, laminating and photocopying, book covering
- Interaction with local school children to provide workshops and experiences suited to their ages and learning abilities
- A site for events such as 'book lovers', book sales and markets.

### 5. Library meets customer needs

- Provides a site for volunteer groups to fulfil their needs and to contribute to the ongoing viability of the Library
- A venue which can be used as a training ground for work experience groups.
- Provides a space for community groups to meet and advance their services to the community
- A base for artists in residence and/or workshops for photography, painting, sculpture etc.
- Becomes the community hub for information on Mapleton (especially for new residents) e.g. Meals on Wheels

### 6. Other considerations

- Library is one link in a chain of Australian Libraries
- By engaging a group of people from diverse backgrounds and localities, a wider scope of ideas and talents ensures the ongoing viability and vitality of the Library
- The Library has an active place in the Sunshine Coast region and therefore should have the strong support of its Council and, by extension, its State Government. All efforts should be made to ensure that this support remains established and ongoing.

<p><b>Customers</b></p> <ul style="list-style-type: none"> <li>• Mapleton community</li> <li>• Blackall Range region and surrounds inhabitants</li> <li>• Writers and illustrators</li> <li>• Artists and art lovers</li> <li>• Library members and volunteers, visitors, mothers with pre-prep children, students and young adults, academics/researchers seeking knowledge that can be gained from our collection</li> <li>• Visitors seeking short term access to all resources including the internet</li> <li>• Tourists residing temporarily in the region.</li> <li>• Members/public seeking a quiet place</li> <li>• Community groups (eg Range Care; MADCA)</li> <li>• Business and social groups</li> <li>• Family groups</li> </ul>	<p><b>Member expectations</b></p> <p>A distinguishing characteristic of the Library is the personal approach provided by volunteers.</p> <p>Members expect volunteers who are:</p> <ul style="list-style-type: none"> <li>• Informed of local matters</li> <li>• Friendly, approachable and consideration of the needs of members and visitors,</li> <li>• Available to assist</li> <li>• Possess a good level of literacy expertise.</li> <li>• Able to keep a tidy, well maintained library</li> </ul> <p>Members expect ready access to a range of resources that are current, up-to-date, as well as classics plus a broad range of subjects that meets the needs of the demography.</p> <p>Members expect community events.</p>	<p><b>Communication mechanism</b></p> <ul style="list-style-type: none"> <li>• Emails to all manner of customer types</li> <li>• Website provides information to all customers</li> <li>• Newsletters email</li> <li>• Linked through other websites: local organisations and libraries – targets a wider customer groups</li> <li>• Newspaper articles – targets a wider customer groups</li> <li>• Advertising through Range and Hinterland newspapers</li> <li>• Householders', banners and promotional posters – targets those attending promotional stalls, book sale</li> <li>• Biannual, mini markets and everyday book sales.</li> <li>• Facebook for community news, events and topical information</li> </ul>
<p><b>Cost Structures</b></p> <p><b>Operating costs:</b></p> <ul style="list-style-type: none"> <li>• Maintenance of existing building, computers, equipment and tools, water supply and surrounding gardens</li> <li>• Book and magazine purchases</li> <li>• Operational costs e.g. insurance, power, communications, administrative costs, pump-out, telephone, web hosting and management.</li> </ul> <p><b>Developmental costs:</b></p> <ul style="list-style-type: none"> <li>• Costs of accessing future funding e.g. grant writing</li> <li>• Infrastructure costs e.g. water, buildings, gardens</li> <li>• Establish a sink fund for replacement of items e.g. machinery, office equipment.</li> </ul>		<p><b>Revenue Streams</b></p> <ul style="list-style-type: none"> <li>• Sunshine Coast Council – annual support is essential for the continued running of this organisation</li> <li>• Memberships</li> <li>• Donations - philanthropy, bequests</li> <li>• Grants – important as these allow the Library to connect with the local community, especially the children</li> <li>• Interest from investments</li> <li>• Retail – book sales, laminating, photocopying, book covering, garden produce and baking – very important avenues of income and for spreading the word</li> <li>• Volunteers – in-kind relationships provide highly valued resources.</li> <li>• Hire of Library for groups and community meetings</li> <li>• Hire of equipment (except electrical)</li> <li>• Specific Library events</li> </ul>