









Being the Best We Can
The Campaspe experience
Lifestyle & Opportunity



Being the Best We Can

Why did the Campaspe Regional Library want to pilot BTBWC?

- Service Review
- Strategy
- Sustainability
- Staff Development
- Support for Statewide projects

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Service Review

Completed Best Value in 2004

Time to do 'something' in its place in 2009

Less emphasis to use the previous Best Value framework within Council and State Government



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New Library Strategy needed

Completed 80% of actions out of 2006-09 Library Strategy

– what still needed to be done?

“Lift to be great” Council vision

Council Plan and Strategic Resource Plan

BTBWC could lead into all of these



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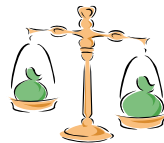


Financial **Sustainability** Review (FSR)

Council taking a “long, hard look at itself” and confirming how it spends the communities’ resources for best results.

We are stepping back and assessing every single thing Council does, delivers and spends, to see how we can secure our financial viability into the future.

Cr Williams, SOC



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Staff development

Process offered interesting tasks for all members of the team through the orientation, workshop, peer review, evidence collection and written report

Peer Reviewer Experience



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Support for Statewide Projects

Campaspe recognises the value of being involved in Statewide projects, it goes without saying that we are part of a wonderfully dynamic and collaborative network.

We are keen to be a recipient or contributor at any opportunity.



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The Key Result Areas (KRA's)

1. KRA 1 : Providing gateways to information, learning and leisure
2. KRA 2 : Building individual skills, capability and wellbeing
3. KRA 3: Developing social capital
4. KRA 4 : Demonstrating leadership
5. KRA 5 : Designing, managing and improving systems and processes



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KRA 1 – Providing gateways to information, learning and leisure



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KRA 2 – building individual skills, capability and well being



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KRA 4 – Demonstrating leadership



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- Nov 2009 Staff Orientation
- Dec 2009 – KRA's 1,2 and 4 Workshop
- Jan 2010 – Apr 2010 Evaluation team meetings, collection of evidence and draft report
- April 2010 – Peer Review
- May 2010 – Council Presentation
- Dec 2010 – Feb 2011 KRA's 3 and 5



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Some lessons learned

- ▣ Choosing the right players
- ▣ Allow time for consolidation, writing, feedback, evidence collection and 'thinking'
- ▣ Make the most of your peer review day
- ▣ Make the most of your final report and improvement plan
- ▣ Share the process with your peers within your organisation



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Direct outcomes

1. I.T. improvements

Connectivity

Infrastructure

Hardware

IT Strategy

\$\$\$ invested in the 2011/12 Budget

.....a work in progress



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Direct outcomes

2. Public spaces and tools of the trade

Echuca Library

Regional support

Library truck renewal

RFID business case



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Direct Outcome

3. Performance Appraisals

Making the connection between BTBWC and SMART KPI's

Each team member completed their own 'self evaluation'

Performance Appraisal

What you do, list the things that you do as part of your role	Evidence	Strengths	Areas for improvement
Library Services Manager notes on what you do, Strengths and Areas for improvement		Notes on Evidence	



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Direct outcomes

4. A number of areas of improvement have been achieved, some examples

- ▣ Local Law revised and adopted by Council
- ▣ Pre-evaluation template trialled
- ▣ Volunteer Handbook revised and printed
- ▣ Social Media Strategy to be adopted by Council to assist with our communication and marketing



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Direct Outcomes

5. New Library Strategy
Bringing it all together with
KPIs
Council Plan
Strategic Resource Plan



To be completed by July 2011



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So why not do it?

It is a highly valuable planning and evaluation method

It has numerous strategic uses

Highlights the gaps and reveals the good news stories

Staff development, learning and recognition



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