

Objective	Link to Service Improvement Plan	Action	Timescale for actions	Success Criteria	Led by?	Finance/ Resources
<p>“Involve you more effectively in what local Libraries do and improve the experiences you receive”</p> <p>By improving customer participation in services and making involvement in events or activities more enjoyable.</p>	<p>Focus on providing a freely accessible, all-encompassing suite of activities, resources and venues to promote:</p> <ul style="list-style-type: none"> • Cultural and community engagement • Increased Employability • Health and Wellbeing • Lifelong learning 	<ol style="list-style-type: none"> 1. Review current suite of library based activities and consider what has been successful. 2. Map and review what we are delivering ourselves and with partners, and identify any gaps in provision. 3. Undertake the Children and Young People’s CIPFA plus survey to gain direct user feedback and inform decision making. 4. Establish a Task and Finish group to review stakeholder feedback from CIPFA survey. 5. Plan a work programme for 2019 – 2020 to support the Corporate wellbeing agenda and develop identities for each strand to enhance advocacy, promotion and communication. 	<ol style="list-style-type: none"> 1. April 2018 2. May 2018 3. May 2018 4. June –Aug 2018 5. Sept – Dec 2018 	<p>Review Undertaken within timescale.</p> <p>Clear map of provision across the library network.</p> <p>Identification of library led and partner led activity.</p> <p>Identified gaps in provision.</p> <p>CIPFA survey undertaken and completed at frontline level.</p> <p>Task and Finish Group of appropriate officers established.</p> <p>Comments extrapolated and assessed to inform work moving forward.</p> <p>Work programme relating to activities and resources for 2019-2020 established.</p>	<p>Group Specialists / Community Librarians</p>	<p>Staff time to review and develop</p> <p>Costs associated with the CIPFA survey</p>

<p>“Provide you with access to a wide range of books, and other materials including computer and digital services”</p> <p>By providing, exploiting, and promoting what we stock both in print and online.</p>	<p>Increase engagement with stakeholders to encourage reading for recreation and learning around the concepts of:</p> <ul style="list-style-type: none"> • Reading for pleasure • Reading for continuous education and language development • School readiness and raising reading ability • Self-support, health, equality and inclusion 	<ol style="list-style-type: none"> 1. Prepare and configure budgets, quantities and stock locations within the supplier selection products. 2. Introduce the automated supplier Selection tools hosted by the all Wales consortia book suppliers. 3. Continue to support and finance National schemes which underscore the ethos of Family Reading. – i.e. Reading together, Summer Reading Challenge, Books Prescription Wales 4. Desk research best practice to draft a Family Reading Policy for adoption and exploitation between 2019 and 2020. 	<ol style="list-style-type: none"> 1. Apr – Sept 2018 2. Apr – Sept 2018 3. Apr – Dec 2018 4. Apr – Dec 2018 	<p>Automated selection tool introduced for the purchase of all Adult and Junior Stock.</p> <p>Budgets aligned and monitored, delivering within specified criteria.</p> <p>National Reading Schemes supported within budget.</p> <p>Research completed to inform draft Family Reading Policy for taking the reading agenda forward.</p> <p>Initial sign-off of draft policy approved by Senior Library Management Team.</p>	<p>Group Specialist for Reading / Community Librarians/ Senior Library Managers Team</p>	<p>Staff time to review and develop</p> <p>Costs associated with reading materials and promotional resources from existing budget</p>
<p>“Provide you with access to a wide range of books, and other materials including computer and digital services”</p> <p>By providing,</p>	<p>Support citizens to become digitally enabled through free access to resources, support and training by:</p> <ul style="list-style-type: none"> • Enhancing and exploiting the online 	<ol style="list-style-type: none"> 1. Establish a Task and Finish Group to review our present digital offer. 2. Collect and collate information about customer needs, use of resources, and how effectively/efficiently the service operates. 	<ol style="list-style-type: none"> 1. Apr – Jun 2018 2. May – Jul 2018 	<p>Task and Finish Group of appropriate officers established.</p> <p>Review Undertaken within timescale.</p> <p>Clear map of provision across the library network.</p>	<p>Group Specialist for Digital / Community Librarians/ Senior Library Managers Team</p>	<p>Staff time to review and develop</p> <p>Costs associated with any system development and staff</p>

<p>exploiting, and promoting what we stock both in print and online.</p>	<p>offer</p> <ul style="list-style-type: none"> Improving online dialogue via social media Staff training and partner engagement and referrals Bespoke skills development programmes – coding, iSkills 	<ol style="list-style-type: none"> Undertake a Digital Skills Training Needs Analysis (TNA) with staff at all levels to ascertain any gaps in provision Review outcomes of TNA and stakeholder feedback to produce a draft Digital IT Strategy for adoption and exploitation between 2019 and 2020. 	<ol style="list-style-type: none"> Sept 2018 Apr – Dec 2018 	<p>Digital Skills analysis undertaken and completed with staff.</p> <p>Collation of data completed to inform draft Digital IT Strategy for taking the digital agenda forward.</p> <p>Initial sign-off of draft policy approved by Senior Library Management Team.</p>		<p>training from existing budget</p>
<p>“Improve how the Borough Library Service can support your needs”</p> <p>By reviewing and improving the effectiveness and efficiency of how we work.</p>	<p>Working more effectively with services and organisations who support the learning agenda. A key focus will be to strengthen key partnerships with schools and undertake direct stakeholder engagement through an improved communications strategy.</p>	<ol style="list-style-type: none"> Identify relevant partners who deliver the education agenda in the local authority that the service currently or could engage with. Review the current support framework to assist local managers and librarians to react and adapt to changes in resident needs. Establish a task and finish group to develop and formalise a clear engagement strategy to take forward into 2019-20 	<ol style="list-style-type: none"> May – Dec 2018 May – Dec 2018 Nov 2018 (going into 2019) 	<p>Review Undertaken within timescale.</p> <p>Clear map of partnership provision across the authority.</p> <p>Review current internal communications and meetings structure.</p> <p>Task and Finish Group of appropriate officers established.</p> <p>Engagement strategy under development.</p>	<p>Senior Manager / Group Specialists / Community Librarians</p>	<p>Staff time to review and develop</p> <p>Costs associated with any partnership development (MOUs / SLAs)</p>