

REVIEW OF MORAY COUNCIL LIBRARIES AND INFORMATION SERVICES

- QUALITY INDICATOR 1: ACCESS TO INFORMATION
- QUALITY INDICATOR 2: READERS' EXPERIENCE



**HOW GOOD IS OUR
PUBLIC LIBRARY SERVICE?**



FINAL REPORT: JUNE 2016

REVIEW OF MORAY COUNCIL LIBRARIES AND INFORMATION SERVICES

INTRODUCTION

This report is the Self-Evaluation and Peer Review of Moray Council Libraries and Information Services into the following quality indicators:

- QI 1 – Access to Information
- QI 2 – Readers' Experience

The Self-Assessment was undertaken by members of staff within Moray Council Libraries and Information Services with quality indicators 1 and 2 being led by the Principal Librarian Sheila Campbell and the HOPLS teams:

Indicator 1: Joan Wood, Anne Owens, Rona Steven, Diane Hale, James Nock, Hilary Stewart.

Indicator 2: Jane Sandell, Linda Geddes, Carolyn McTavish, Belinda Matthewman, Julia McDougall and Gabriella Maddigan.

PEER-REVIEW

The Peer Review visit took place at Elgin Library on 26 May 2016 and was conducted by Ms Jeanette Castle (Chair), Ms Karen Fraser and Ms Morag Kelly. There were no observers in attendance. The assessors met with a variety of stakeholders including partners during the lunch session which was very well attended. The Peer Assessment team split up to undertake visits to Buckie Library and Aberlour Library.

RESULTS

The Peer Review Panel commend Moray Council Libraries and Information Services in the way that they have brought together staff from across the geographic area and a variety of posts to conduct the self-assessment which builds on the considerable strengths the service has developed. The peer review panel were impressed by the submission and by the excellent presentation given. The presentation very ably picked up on the areas the peer assessment team wanted to examine from the submitted self-assessment. It also demonstrated the great team working embedded in the service and the passion that all team members show for the work that they do with the users and partners of the service. Conversations with staff and partners demonstrated that impact for the indicators is measured in a meaningful way and backed up what was presented in the self-assessment.

The peer assessment team were assured that the self-evaluation was rigorous and that the process for How Good is Our Public Library Service is robust. The Peer Assessors share the concern of the staff regarding potential future budget cuts which we feel would reduce the capacity of the service to deliver to the levels defined in How Good is our Public Library Services.

The Library has formed useful partnerships and has built up a strong and positive profile in the community, which leads other organisations to seek the library out as a partner. The service is proactive and is managing to deliver appropriate services with reduced budgets. Public and customer consultation are used consistently to assess needs. Volunteers are well deployed but the value of trained staff is recognized and valued. The integration of ESOL and Essential Skills and the recent transfer of the heritage centre into Elgin library has been well handled – this has added to the strength of the team and the customer experience.

QUALITY INDICATOR 1: Access to Information

The evidence presented in the self-evaluation demonstrates that there are some notable strengths in provision here, including:

1.1

- Service Level Agreement with Visit Scotland to provide tourist information.
- Libraries as a key player on welfare reform group.
- Provision of shared drive for staff.

1.2

- Integration of Essential Skills and ESOL within library service.
- E-shop, family history & heritage, research quotes online.

1.3

- Basic procedures training for all staff.
- Annual appraisals for all staff and training plan.
- Consultation strategy which includes staff consultation.
- Volunteer policy and procedures.

The Peer Review Panel would also add

1. Removal of request charges
2. Saturday and evening opening maintained in all branches
3. Feedback to customer comments and suggestions posted in all branches;
4. Policies and strategies posted clearly on website

QUALITY INDICATOR 2: READERS' EXPERIENCE

2.1

- Annually updated policies, procedures and profiles
- Involvement of all staff in setting targets and improvements
- Focus on dyslexia friendly books for junior borrowers
- Progress towards removing unnecessary barriers to membership and associated paperwork
- Children's Focus Group
- Speedy response to training needs highlighted by annual ERDPs

2.2

- Promotion of reader involvement opportunities on PRISM
- Annually planned programme of Reader Development
- Made in Scotland
- Spirit of Moray Book Festival
- Inter Schools Book Quiz
- Saturday morning Bookbug Sessions

2.3

- Dementia Collections
- Syrian Vulnerable Persons Relocation Scheme collection
- Staff training to help support specific groups delivered in partnership with experts

The Peer Review Panel would also add

1. Increase in book issues last year

The Peer Review Panel endorse the Self-Evaluation Report and with the rating given by the Library Service.

Quality Indicator 1 (Access to Information) is LEVEL FOUR (GOOD)

- Important strengths that have a positive impact.
- Few weaknesses, and ones that do not have a substantial adverse effect.
- Some examples of good practice.
- Services seeking to raise performance further and addressing areas of improvement.

The Peer Review Panel agreed with the service in their rating for

the component parts of Quality Indicator 1:

	Self-Evaluation rating (1-6)	Peer Review rating (1-6)
1.1 Sufficiency, range and suitability of resources	4	4
1.2 Arrangements for Access	4	4
1.3 Staff knowledge, interaction and user support	4	4

Quality Indicator	Self-Evaluation rating (1-6)	Peer Review rating (1-6)
QI1 – Access to Information	4	4

The Peer Review Panel endorse the Self-Evaluation Report and with the rating given by the Library Service.

Quality Indicator 2 (Readers' Experience) is LEVEL FIVE (VERY GOOD)

- Major strengths.
- A high standard of provision, examples of good practice to share..
- Any weaknesses do not impact on users' experience.
- Services will take opportunities to improve and strive to raise performance to excellent.

The Peer Review Panel agreed with the service in their rating for

the component parts of Quality Indicator 2:

	Self-Evaluation rating (1-6)	Peer Review rating (1-6)
2.1 Identifying and satisfying readers' needs and interests.	5	5
2.2 Reader Development activities and resources	5	5
2.3 Provision for readers with differing needs	5	5

Quality Indicator	Self-Evaluation rating (1-6)	Peer Review rating (1-6)
QI2 – Readers' Experience	5	5

IMPROVEMENT ACTION PLAN

The Peer Review Panel endorse the Improvement Action Plan for Moray Council Libraries and Information Services Service (Self Evaluation Report) and summarized below:

Quality Indicator 1 – Access to Information
<ul style="list-style-type: none"> • Regularly updating community profiles. • Digitisation programmes to enable scanning and recording of local heritage collections and archives. • Complete upgrade of Libindix including help pages.

Quality Indicator 2 – Readers' Experience

- Remove the need for a guarantor for all Junior members.
- Become a dementia friendly service.
- Set up a Young People's Focus Group.
- Include junior e-books and e-audiobooks in service stock.
- Remove charges for spoken word material for adults.
- Continue to develop libraries Facebook page to encourage more reader interaction.
- Consult young people about stock.
- Improve promotion of reader interaction tools on PRISM.
- Extend Mood Boosting collections across the service.
- Introduce Read Well collections.
- Extend Made in Scotland initiative to include adults.
- Better support reading groups.
- Run drop in sessions in more libraries to assist in use of eReaders and other mobile devices.
- Consider placing Dementia Collections in further libraries.
- Strengthen links with schools.

KEY RECOMMENDATIONS FOR IMPROVEMENT ACTION PLAN

The Peer Review Panel, while endorsing the Improvement Action Plan for Moray Council Libraries and Information Services, make the following additional **key recommendations**:

- Impact is clearly measured across the service and the methodology should be clearly explicit in how this is expressed in the improvement plans. It would be useful to ensure that there is benchmarking carried out against other public library services which can boost impact measurement across the public library network.
- Ensure that reading for enjoyment is not taken for granted in developing the improvement plan for strategic indicator 2.
- In moving forward with the next self-assessment, it would be useful to link supporting documents to the self-assessment document.

CONCLUDING COMMENTS

The Peer Review Panel wish to express their thanks to all members of staff at Moray Council Libraries and Information Services for preparing the self-assessment report and for their engagement on the day of the Peer Review visit. We would also thank all stakeholders who met with us.

Jeanette Castle (C)	Morag Kelly	Karen Fraser
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