



## Libraries & Information Services Service Improvement Plan 2017-18

<b>1. Ensure Libraries and Information support the health and welfare of the community.</b>  <i>Corporate Plan: Healthier Citizens; Adults living healthier, sustainable independent lives</i>	
1.1	<p>Ensure improved provision of; access to; and increased uptake of health &amp; welfare information and services through effective partnerships that improve the physical &amp; mental wellbeing of communities and meet the priorities of the Corporate Plan.</p> <ul style="list-style-type: none"> <li>• Extend Reading Well [healthy reading/mood boosting] collections for young people to additional libraries.</li> <li>• Deliver a focussed and targeted programme of health and welfare related events and initiatives across the libraries service involving Community Planning partners.</li> <li>• Review the suite of Healthy Reading collections, ensuring coverage in libraries across Moray and evaluate usage.</li> <li>• Investigate/research the potential of extending the range of health support we offer to cancer sufferers through partnership working with Macmillan and the Oaks that addresses the need in Moray.</li> </ul>
1.2	<p>Ensure effective participation and positive outcomes in the Council's Strategy for Services to Older People.</p> <ul style="list-style-type: none"> <li>• Deliver a targeted programme of promotions and events/activities that are specifically targeted at older people leading to an increase in library membership and in borrowing.</li> <li>• Continue to target, promote and support digital participation by over 60s.</li> <li>• Implement the revised delivery of library services to the housebound, old people's homes, sheltered housing complexes and those who are rurally isolated.</li> <li>• Continue to recruit older volunteers to directly support service priorities.</li> <li>• Further develop libraries as a dementia friendly service and extend the provision of Dementia Resource Collections through effective partnerships and staff development.</li> <li>• Introduce Playlist for Life hubs in all libraries and co-ordinate information to community hubs across Moray.</li> <li>• Ensure reminiscence initiatives are delivered across the service.</li> <li>• Pilot social groups/library friends group for older people in Elgin. Evaluate and report outcomes.</li> </ul>
<b>2. Support the development of skills for life, work and employability as outlined in the Lifelong Learning Strategy.</b>  <i>Corporate Plan: Sustainable Economic Development</i> <i>Children's Services Plan: Ambitious and confident children</i>	
2.1	<p>Equip adult learners with the necessary skills to (re)access the job market.</p> <ul style="list-style-type: none"> <li>• Develop and deliver courses to support job seekers to gain employment.</li> <li>• Ensure the service effectively contributes to an integrated approach to information, advice, guidance and referral.</li> </ul>

	<ul style="list-style-type: none"> <li>• Further develop and extend Job Clubs to meet identified need and deliver through the involvement of volunteers and effective partnerships.</li> <li>• Improve consultation and engagement methods through effective targeting to increase the uptake of learning and literacies opportunities and inform learning delivery.</li> <li>• Ensure effective consultation and engagement with partners to increase the referrals to literacies learning and inform delivery.</li> <li>• Further improve existing learner feedback methods</li> <li>• Engage and support 16-25 year olds to develop and sustain literacies skills for a minimum of 12 sessions and well-being to enable them for everyday life</li> <li>• Develop new marketing approaches to raise awareness and engage with the local community to increase uptake of literacies learning.</li> <li>• ESOL courses are reviewed, updated where necessary and promoted.</li> </ul>
2.2	Provide flexible, appropriate and accessible learning and literacies opportunities that lead to increased uptake, improved skills and are underpinned by more effective use of resources.
	<ul style="list-style-type: none"> <li>• Offer support to small businesses to increase staff skills.</li> <li>• Ensure needs led, community based learning in ESOL and Basic Skills is delivered effectively to agreed outcomes</li> <li>• Develop effective partnership working with CPP to maximise learner opportunities and progression</li> <li>• Adapt and expand the current ESOL provision including budgets (where funding is available), resources and staff to accommodate the changing needs due to the arrival of learners with different learning and literacy needs.</li> </ul>
2.3	Provide opportunities for young people (16-25) to improve their confidence and enhance their skills and employability
	<ul style="list-style-type: none"> <li>• Continue to develop and implement a structured programme of volunteering opportunities for young people to support our services as well as their development.</li> <li>• Continue to develop and implement an offer that includes work experience and employment support opportunities for young people.</li> </ul>
<b>3. Ensure the Service encourages and increases digital participation across Moray.</b>  <i>Corporate Plan: Sustainable Economic Development</i>	
	<ul style="list-style-type: none"> <li>• Continue to input effectively to the Digital Services initiative and further develop libraries services to be available through face-to-face, telephone and digital access.</li> <li>• Prepare and deliver a libraries digital participation strategy that supports the corporate strategy and the national libraries strategy.</li> <li>• Continue the digitisation of archives and key heritage resources; complete the funded 'Read All About It' project.</li> <li>• Plan the upgrade Libindx to improve ease of use, give access to images and increase the number of users and to be submitted to Gateway Project Management Board</li> <li>• Research provision of smart-card readers to facilitate use of NEC cards for library services and linking to My Account.</li> <li>• Promote formal ICT Sessions to support customers in the use of mobile devices to enable access to information and online transactions.</li> </ul>

<ul style="list-style-type: none"> <li>• Identify accredited courses that are eligible for ILA funding and that would support the use of digital devices.</li> <li>• Research the possibility of introducing coding clubs for young people.</li> </ul>
<p><b>4. Develop reading and literacies as lifelong essential skills.</b></p> <p><i>Corporate Plan: Ambitious and Confident Children &amp; Young People; Adults living healthier, sustainable independent lives</i>  <i>Children's Services Plan: Ambitious and confident children</i></p>
<p>4.1 Further develop and deliver effective Reader Development and literacies strategies that improve literacy and encourage the enjoyment of reading.</p>
<ul style="list-style-type: none"> <li>• Increase the uptake of the Summer Reading Challenge and assist more children to complete it.</li> <li>• Continue to offer Made in Scotland for teenage and adult readers whilst continuing to increase the uptake.</li> <li>• Continue to promote the Book Festival so that it attracts audiences from across Moray and beyond, has increased audience figures and continues to strengthen Moray's cultural events calendar. Increase partnership and community participation.</li> <li>• Continue to introduce methods of involving young people in service planning and stock selection.</li> <li>• Develop and extend resources for children and young people with dyslexia.</li> <li>• Set up a young people's focus group.</li> <li>• Research and introduce adult reading groups to support specific need.</li> <li>• Promote and monitor use of the Discover Reading collection and extend provision to other libraries as appropriate.</li> </ul>
<p><b>5. Ensure effective outcomes within Early Years, Families and GIRFEC initiatives</b></p> <p><i>Corporate Plan: Ambitious and Confident Children and Young People</i>  <i>Children's Services Plan: Ambitious and confident children</i></p>
<ul style="list-style-type: none"> <li>• Continue to provide advice and support materials to staff and parents to assist with the development of young people's reading.</li> <li>• Support schools in working with pupils with advanced reading abilities.</li> <li>• Deliver family learning initiatives to encourage participation and that enable parents and carers to develop confidence and skills in supporting their own and their children's learning.</li> <li>• Pilot the introduction of Lego Clubs in 2 libraries and target families to encourage family learning/attachment.</li> <li>• Ensure Saturday Bookbug sessions are offered in addition to current sessions in all libraries where Sessions currently take place.</li> <li>• Extend Bookbug sessions to more libraries to run minimum of monthly but on the understanding that we have the staff resource to do this</li> <li>• Determine the remaining training need through the Assertive Outreach programme and arrange for such training to take place.</li> <li>• Continue to evaluate the initial process and impact on parents of Every Child a Library Member and work in partnership with the national working group.</li> </ul>

<ul style="list-style-type: none"> <li>• Increase the number and effectiveness of class visits, facilitated by libraries staff, across the service.</li> <li>• Ensure effective outreach with schools and playgroups, and involvement in transition initiatives to increase pupils' and parents' involvement with the libraries and associated services.</li> <li>• Deliver LMS resources to secondary school libraries to deliver efficiencies and enable greater sharing of resources.</li> </ul>
<p><b>6. Ensure the Service Supports Economic Development in Moray</b></p> <p><i>Corporate Plan: Sustainable Economic Development</i></p>
<ul style="list-style-type: none"> <li>• Continue to review, update and deliver visitor information as appropriate in all libraries.</li> <li>• Ensure Castle to Cathedral to Cashmere is supported and promoted through libraries and effective participation in relevant events and initiatives as appropriate.</li> <li>• Support heritage and tourism initiatives as appropriate.</li> </ul>
<p><b>7. Ensure effective workforce development and planning for all staff.</b></p> <p><i>Ambition &amp; Opportunity: A Strategy for Libraries in Scotland 2015-2020 – Strategic Aim 6: Libraries as excellent public services</i>  <i>Service Action Plan from Employee Survey 2015</i></p>
<ul style="list-style-type: none"> <li>• Continue to develop methods for reporting on the impact and outcomes of library activities through HGIOPLS</li> <li>• Continue to encourage staff to attend area and team meetings and to request support as required from their supervisor and with Libraries HQ.</li> <li>• Encourage staff to make suggestions for improvement and provide feedback.</li> <li>• Ensure ERDPs are carried out and their purpose clearly understood.</li> <li>• Continue to improve communication amongst staff at all levels.</li> <li>• Prepare a strategy for succession planning.</li> <li>• Build resilience among all staff.</li> <li>• Improve 'Forward Planning' skills of Service Development staff to ensure improved readiness to access funding and support.</li> <li>• Plan the upgrade of the LMS from Alto to Soprano and ensure all staff are trained on its use.</li> </ul>
<p><b>8. Comply with Access to Information Legislation.</b></p> <p><i>Corporate Plan - meeting the six core values: Ambitious, Listening, Respect, Fairness, Sustainability and Accountable.</i></p>
<ul style="list-style-type: none"> <li>• Ensure all requests made under the Freedom of Information (Scotland) Act and Environmental Information (Scotland) Regulations are acknowledged and answered within the established parameters.</li> <li>• Ensure all Subject Access Requests submitted under the Data Protection Act are acknowledged and answered within the established parameters.</li> <li>• Provide support and guidance to assist Council departments to meet the requirements of the above legislation.</li> </ul>

*Golden Thread:*

- Workforce development - a real challenge with no training budget – difficult to set SMART targets if we are relying on partnership working and external funding but we should be able to identify what can be delivered and what is essential e.g. GIRFEC, peer learning, service & council inductions
- Develop strong partnerships – communication is the key especially the link between operational and strategic so that information goes in both directions.
- Best Value
- Continuous improvement
- Building Services around people & including users in service planning & evaluation