



Libraries & Information Services Service Improvement Plan 2018-2019

<p>1. Ensure Libraries and Information support the health and welfare of the community.</p> <p><i>Corporate Plan: Ensure caring and healthy communities.</i> <i>Ambition & Opportunity: A Strategy for Libraries in Scotland 2015-2020 – Strategic Aim 4: Social wellbeing.</i></p>	
1.1	<p>Ensure improved provision of; access to; and increased uptake of health & welfare information and services through effective partnerships that improve the physical & mental wellbeing of communities and meet the priorities of the Corporate Plan.</p>
	<ul style="list-style-type: none"> • Extend Reading Well [healthy reading/mood boosting] collections for young people to additional libraries. • Deliver a focussed and targeted programme of health and welfare related events and initiatives across the Libraries Service involving Community Planning partners. • Review the suite of Healthy Reading collections, ensuring coverage in libraries across Moray and evaluate usage.
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"> • 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. • Continue to target, promote and support digital participation by over 60s. • Monitor and evaluate the revised delivery of library services to the housebound, old people’s homes, sheltered housing complexes and those who are rurally isolated. • Continue to recruit older volunteers to directly support service priorities. • Further develop libraries as a dementia friendly service and extend the provision of Dementia Resource Collections through effective partnerships and staff development. • Introduce Playlist for Life information points in all libraries and co-ordinate information to community hubs across Moray. • Ensure reminiscence initiatives are delivered across the service, including <i>Cuppa Times</i> to support Playlist for Life.
<p>2. Support the development of skills for life, work and employability as outlined in the Lifelong Learning Strategy.</p> <p><i>Corporate Plan: Promote economic development and growth.</i> <i>Children’s Services Plan: Ambitious and confident children</i> <i>Ambition & Opportunity: A Strategy for Libraries in Scotland 2015-2020 – Strategic Aim 3: Economic wellbeing.</i> <i>CLD Plan 2018-21</i></p>	
2.1	<p>Equip adult learners with the necessary skills to (re)access the job market.</p>
	<ul style="list-style-type: none"> • Develop and deliver courses to support job seekers to gain employment.

	<ul style="list-style-type: none"> • Ensure the Service effectively contributes to an integrated approach to information, advice, guidance and referral. • Develop and deliver assisted digital support for those claiming Universal Credit. • Further develop and extend Job Clubs to meet identified need and deliver through the involvement of volunteers and effective partnerships.
2.2	Provide opportunities for young people (16-25) to improve their confidence and enhance their skills and employability
	<ul style="list-style-type: none"> • Continue to develop and implement a structured programme of volunteering opportunities for young people to support our services as well as their development. • Continue to develop and implement an offer that includes work experience and employment support opportunities for young people.
3. Ensure the Service encourages and increases digital participation across Moray.	
<p><i>Corporate Plan: Promote economic development and growth and Developing digital technology/digital services.</i></p> <p><i>Ambition & Opportunity: A Strategy for Libraries in Scotland 2015-2020 – Strategic Aim 1: Reading, literacy and learning and Strategic Aim 2: Digital inclusion.</i></p>	
	<ul style="list-style-type: none"> • 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. • Prepare and deliver a libraries digital participation strategy that supports the national libraries strategy. • Continue the digitisation of archives and key heritage resources. • Plan the upgrade Libindx to improve ease of use, give access to images and increase the number of users. • Promote formal ICT Sessions to support customers in the use of mobile devices to enable access to information and online transactions. • Continue to develop courses that are eligible for ITA funding and that would support the use of digital devices. • Further develop and extend the provision of coding clubs for young people through libraries and schools. • Develop and introduce coding club for adults and families.
4. Develop reading and literacies as lifelong essential skills.	
<p><i>Corporate Plan: Ensure caring and healthy communities.</i></p> <p><i>Moray Children’s Services Plan 2017-20: Ambitious and confident children.</i></p> <p><i>Ambition & Opportunity: A Strategy for Libraries in Scotland 2015-2020 – Strategic Aim 1: Reading, literacy and learning.</i></p> <p><i>CLD Plan 2018-21.</i></p>	
4.1	Further develop and deliver effective Reader Development and literacies strategies that improve literacy and encourage the enjoyment of reading.
	<ul style="list-style-type: none"> • Increase the uptake of the Summer Reading Challenge and assist more children to complete it. • Continue to offer Made in Scotland for teenage and adult readers, as well as children,

whilst continuing to increase the uptake.

- 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.
- Continue to involve young people in service planning and stock selection.
- Develop and extend resources for children and young people with dyslexia.
- Promote and monitor use of the Discover Reading collection and extend provision to other libraries as appropriate.

5. Ensure effective outcomes within Early Years, Families and GIRFEC initiatives

Corporate Plan: Ambitious and Confident Children and Young People.

Moray Children's Services Plan: Ambitious and confident children.

Early Years Strategy 2016-20.

Ambition & Opportunity: A Strategy for Libraries in Scotland 2015-2020 – Strategic Aim 1: Reading, literacy and learning.

- Introduce a 'Before Words' and a 'First Words' book collection to support the NHS Before Words and First Words support programmes for parents.
- Continue to provide advice and support materials to staff and parents to assist with the development of young people's reading.
- Support schools in working with pupils to develop and extend literacy skills.
- 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.
- Pilot the introduction of Lego Clubs in 2 libraries and target families to encourage family learning/attachment.
- 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.
- Increase the number and effectiveness of class visits, facilitated by libraries staff, across the service.
- Ensure effective outreach with schools and playgroups, and increase involvement through PEF funded initiatives to increase pupils' and parents' involvement with the libraries and associated services.
- Continue to deliver LMS resources to secondary school libraries to deliver efficiencies and enable greater sharing of resources.

6. Ensure the Service Supports Economic Development in Moray

Corporate Plan: Promote economic development and growth

Ambition & Opportunity: A Strategy for Libraries in Scotland 2015-2020 – Strategic Aim 3: Economic wellbeing and Strategic Aim 5: Culture and creativity.

- Continue to review, update and deliver tourist information as appropriate in all libraries.
- Ensure the *Cabrach* and *Doric* partnership initiatives are supported and promoted through libraries with effective participation in relevant events and activities as appropriate.
- Support local heritage and tourism priority initiatives as appropriate.

7. Ensure effective workforce development and planning for all staff.

Ambition & Opportunity: A Strategy for Libraries in Scotland 2015-2020 – Strategic Aim 6: Excellent public services
Service Action Plan from Moray Council Employee Survey 2017

- Continue to develop methods for reporting on the impact and outcomes of library activities through HGIOPLS
- Continue to encourage staff to attend area and team meetings and to request support as required from their supervisor and with Libraries HQ.
- Encourage staff to make suggestions for improvement and provide feedback.
- Ensure ERDPs are carried out and their purpose clearly understood.
- Continue to improve communication amongst staff at all levels.
- Prepare a strategy for succession planning.
- Plan the upgrade of the LMS from Alto to Soprano and ensure all staff are trained on its use.

8. Comply with Access to Information Legislation.

Ensuring compliance with the General Data Protection Regulation 2018

- Ensure all requests made under the Freedom of Information (Scotland) Act and Environmental Information (Scotland) Regulations are acknowledged and answered within the established parameters.
- Ensure all Subject Access Requests submitted under GDPR are acknowledged and answered within the established parameters.
- Provide support and guidance to assist Council departments to meet the requirements of the revised legislation.

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. Early Years; GIRFEC; in house delivery for digital skills; 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