

SERVICE DESCRIPTION FORM

Department: Education & Social Care	
Service: Libraries	
Income	(£000s)
Fees/Charges	202
<p>Description:</p> <ul style="list-style-type: none"> Fifteen libraries, a local heritage centre, two mobile libraries, libraries support, archives store, housebound service, outreach activity and 24/7 online services. (644,126 physical visits; c.68% of population visit a library). Lends books, e-books, spoken word and music CDs, DVDs, and art prints (581,333 items per annum, 20,910 borrowers, in top 5 performing authorities). Delivers targeted comprehensive Reader Development programmes for all ages Free internet access (20,544 users, 94,835 hours), reference services, tourist information, supports individuals and groups to develop information handling skills, digital literacy and supported access to council services. Works in close partnership with Job Centre Plus, Skills Development Scotland and other partners to support skills development and employability and delivers Job Clubs. Directly supports the school curriculum and continuum of reading skills through integrated libraries, mobile libraries, inter-schools book quiz (45 participating teams), summer and autumn reading scheme (1,900 participants), class visits that develop research skills (436 classes, 10,208 pupils to libraries, 137 visits to schools, 11,423 pupils), book festival and teachers' services. on-line catalogue, renewals, computer bookings, reference, community information, local heritage, archives, web pages and Facebook virtual services (63,931 e-visits). Community Resource Point and Council Service Point hosting partner activities, community displays, meetings of organisations, art and craft displays, remote passport office, council consultations, delivery of council services. (1,530 travel passes), and volunteering opportunities (40 volunteers, 2,381 hours). Delivers heritage services that achieve community participation, support learning and ancestral tourism, deliver economic development (26 heritage events attended by 302; 2,842 visits to Local Heritage Centre). Responsible for the council's records management and archives, support and advice to departments and ensuring meeting of legislative requirements. 	
<p>Outcomes / impacts:</p> <ul style="list-style-type: none"> Supports local and national priorities (health, early years, older people, achievement & attainment, adult learning, digital participation, economic & skills development). Lending services and targeted Reader Development programmes, assessed as "Excellent" delivery of internet, information and reference services in co-ordinated corporate and community planning partnership approaches supports Digital Participation priorities and more economic delivery of council services. The delivery of Learning, assessed as "Excellent" within PLQIM 	

- The delivery of children's services in partnership with Health and Schools achieves positive early intervention, family learning and intergenerational involvement outcomes..
- The development of online and self service provision, achieving significant service savings, directly contributes to greater Digital Participation, uptake of learning opportunities, improved skills and the Council's modernisation agenda.
- via heritage and tourist information provision, involvement in Moray Heritage Connections and responsibilities for the council's historic records plays a key role in the Castle to Cathedral to Cashmere initiatives, and in the delivery of ancestral tourism within the Economic Strategy, and supporting individual involvement in heritage.
- Libraries and Information Services as evidenced by the Public Services Improvement Framework (PSIF), PLQIM, other various external quality assurance bodies and by the public (98% customer satisfaction rate), deliver high quality, widely used, targeted services, in productive partnership to the council's and national priorities at economic cost, eg PLQIM "Ethos and Values" very good, "Leadership" Excellent.