

**LIBRARY SERVICES
SERVICE PLAN – Asfordby ICT Centre**

1. TELLING THE STORY: To ensure that the people/organisations of Leicestershire have access to information about Library Services							
<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
2	Deliver Promotional Campaigns	<ul style="list-style-type: none"> Promotional Priorities: Reading events, Family Learning, reference and on-line services, partnership promotions with other CC departments, Maintain content for events guide 		ACM/ LDW/ LM ACM/ LDW	Q1-4		
3	Revise Joiners Form	<ul style="list-style-type: none"> Promote new form with customers 		LM	Q3		
4	Revise promotional cards package	<ul style="list-style-type: none"> Promote new packs with customers 		LM	Q3		
5	Continued promotion of revised opening hours						
7	Develop a library loyalty scheme	<ul style="list-style-type: none"> Promote to customers 		LM	Q1 Q2		

2.A BUILDING COMMUNITIES: Improve public library buildings as community spaces
- Improve access to public libraries for all

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	Develop libraries in line with the Customer First Programme	<ul style="list-style-type: none"> Promote connect points – training and awareness for staff 		LM/ CSL	Q1-4	Q1-4	Q1-4
2	Improve the performance of the mobile library service	<ul style="list-style-type: none"> Promotion of the service 		AM/LM/ ACM	Q1-4 Q1-4		

2.B BUILDING COMMUNITIES: Ensure public libraries are responsive to the communities they serve

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	Achieve level 3 of the Corporate Equalities Plan	<ul style="list-style-type: none"> See appendix 5 for details 	CEP	AM/ ACM	Q4		
2	Ensure that library opening hours are relevant to community needs	<ul style="list-style-type: none"> Collect comments & feedback Promote new customer feedback forms 	CPA PLSS	ACM/ LM LM's CSL's LDW's	Q2 Q2		

3.A DEVELOPING CAPACITY AND IMPROVING PERFORMANCE:

- To ensure that LLS staff are well trained, and customer focused.
- To ensure that all staff work flexibly within the revised library structure

	<u>Objective</u>	<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
2	Implement people and performance strand of change management programme	<ul style="list-style-type: none"> • Roll-out organisational values initiatives 		ACM/AM	Q1		
3	Work towards new Investors in People accreditation	<ul style="list-style-type: none"> • Participate in lateral groups • All staff receive an annual PDR • All staff will be regularly reviewed 		AM/ACM/LM	Q1-4		
4	Develop communication channels across revised structure	<ul style="list-style-type: none"> • Reinforce roles of CSL and LDW 		AM/ACM	Q2		
6	Establish NVQs	<ul style="list-style-type: none"> • Promote to staff 		LM/ACM/AM			
9	Train staff in Virtual Information Services	<ul style="list-style-type: none"> • Train library staff in information sources and enquiry skills, including local studies sources, on-line resources and The People's Network. 		ACM/CSL/LM			

3.B DEVELOPING CAPACITY AND IMPROVING PERFORMANCE

- To ensure that LLS meets agreed performance standards

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	Maintain Chartermark Standard	<ul style="list-style-type: none"> Awareness and collection of Charter mark evidence 		AM/ ACM	Q1-4		
5	Implement Inspiring Learning for All	<ul style="list-style-type: none"> Embed GLO evaluation 		ACM	Q1 Q2		

3.C DEVELOPING CAPACITY AND IMPROVING PERFORMANCE

- To engage effectively with local communities

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
4	Improve engagement with customers	<ul style="list-style-type: none"> Log customer comments & complaints Engage with volunteers 		LM ACM AM,LM,	Q1-4 Q1-4		

4.C MODERNISING CUSTOMER SERVICES

- Support learning

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	To enhance local studies provision	<ul style="list-style-type: none"> Promote digitised content of Leics. Villages 		LDW	Q3	?	?
2	Learning for all	<ul style="list-style-type: none"> Implement library offer for services to young people (13-19) incorporating promotion, stock and environment Audit young people's spaces 		AM/ LM/ ACM ACM/ LDW's	Q1-4 Q3	-	-
3	Focus on and widen learning initiatives in libraries	<ul style="list-style-type: none"> Develop and implement 'Focus On...' initiative. Family Learning Week Adult Learning Week Implement BBC partnership offers 		LM/ CSL/ LDW ACM	Q2 Quarterly Q1	- ?	- ?
4	To promote and develop the implementation of the Study Support Strategy	<ul style="list-style-type: none"> Continue to promote study support, basic skills work and Caring About reading project 		ACM	Q1-4 Q2	Q1-4	Q1-4
5	Basic skills – to encourage reading for pleasure	<ul style="list-style-type: none"> Implement basic skills offer 		ACM	Q2 Q1	-	-

4.D MODERNISING CUSTOMER SERVICES

- Promote digital citizenship through provision of access to services via ICT

<u>Objective</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	Improve Community Information	<ul style="list-style-type: none"> Promote and contribute to the development of Leicestershire Villages 		LM/ LDW			
2	To utilise Virtual Information Services	<ul style="list-style-type: none"> Implement, monitor and evaluate on-line reference resources and services and remote access 		CSL	Q1-4	-	-
3	Promote the People's Network to increase usage	<ul style="list-style-type: none"> Deliver Internet taster sessions 		LDW	Q1-4	-	-
		<ul style="list-style-type: none"> Evaluate internet taster sessions across the county 		LM/ LDW	Q3	-	-

EQUALITY ACTION PLAN

<u>Customers</u>		<u>Action</u>	<u>Targets</u>	<u>Lead</u>	<u>Timescale</u>		
					2007-8	2008-9	2009.10
1	People with basic skills needs	Continue with Vital Link, the BBC partnership, and links with Adult Learning Services/Colleges of further education shopping centre		ACM/ LDW/ CSL	1-4		
2	People with Learning Disabilities	Continue to work with the Valuing People team		ACM/ LDW/ CSL	1-4		
3	BME communities	Ensure that relevant stock is supplied work to build the confidence of people to use libraries		ACM/ LDW/ CCDWs	1-4 1-4		
4	Gypsies and travellers	Develop work through the Widening Participation Team		ACM/ LDW	1-4		
5	People who are deaf or hard of hearing	Promote signed and captioned DVDs		ACM/ LDW	2		
7	People who are blind or have a visual impairment	Investigate the production of library promotional materials in Braille (small scale)		ACM	1-4 2		
9	Gender	Stock promotions to target men		LM/ LDW	1-4 1-4		
11	Looked after children	Continue to support the development the Caring About Reading project (not com)		ACM/ LDW	1-4		
12	Domestic Violence	Liase with domestic violence workers and develop work with victims of domestic violence (including Bookstart) in refuges.		ACM/ LDW	1-4		
13	People with mental health issues	Continue to promote library services		ACM/ LDW			
14	Achieve level 3 of the CEP	Consult with relevant groups as appropriate		ACM/ LDW	4		
15	Housebound customers	Home delivery service		LDW	1-4		