

## Team Action Plan 2023/2024

<p>W01.1</p>	<p>Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website.</p>	<p>Enhance and review our Digital offer and online services.</p>	<ul style="list-style-type: none"> <li>• Continue to offer occasional online events or activities and continue to develop the library podcast.</li> <li>• Investigate the option of Wi-Fi printing.</li> <li>• Replace the current self-issue kiosks with new kiosks at council libraries.</li> <li>• Provide card payment at council libraries and enable online payments for events and activities.</li> <li>• Consider extending Hublets to Cowbridge and Llantwit Major Libraries to give users more flexible access to digital content.</li> </ul> <p>Timeframe: 1 June 2023 31 March 2024</p>	<p><b>Library Management Team</b></p>
<p>W01.2</p>	<p>Make efficient and effective use of assets by reviewing the council's estate including office accommodation and key sites.</p>	<p>Explore the opportunities to increase income generation by charging for room and venue hire to commercial or private individuals / organisations.</p>	<p><b>Outcomes:</b></p> <p>Working in partnership with commercial and private organisations, making use of the library estate to increase income.</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Identify partners wishing to hire our rooms and venues.</li> <li>• Promote our room hire and venue hire.</li> <li>• Reconfigure Cowbridge IT room to create a more flexible space.</li> </ul> <p>1<sup>st</sup> June 2023 31 March 2024</p>	<p><b>LMT</b></p>

WO1.2	Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty.	Identify and maximise opportunities to use grant funding to achieve both short term benefits and as part of a longer-term approach to addressing resource challenges.	<p><b>Outcomes:</b></p> <p>Identifying and successfully bidding for available grants</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Library Managers to explore and identify grant opportunities via the council, SCL network and other means.</li> <li>• Successfully bid for any internal and external grants</li> </ul> <p>1<sup>st</sup> June2023 31 March 2024</p>	<b>LMT</b>
WO 1.4	Revise our procurement practices to ensure value for money to ensure our activities contribute to the local economy, support work around climate change and deliver community benefits.	Review our procurement practises to ensure the library service contributes to the climate change agenda and the need to achieve carbon reduction.	<p><b>Outcomes:</b></p> <p>Libraries contribute fully to the climate change agenda and the need to achieve carbon reduction.</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Begin discussion about our procurement practises.</li> <li>• Identify practises that can be improved.</li> <li>• Create a plan for improved procurement practises.</li> </ul>	<b>LMT</b>

			<ul style="list-style-type: none"> <li>• Purchase new books and resources in all formats at the best value via All Wales Purchasing Consortium</li> <li>• Actively support the procurement of a new shared library management system and digital platform for Wales (LMS Cymru) via a consortium approach with all other Welsh Public Library authorities.</li> </ul> <p>1<sup>st</sup> June 2023 31 March 2024</p>	
WO 4.1	Implement <u>Project Zero</u> , our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is an integral to all decisions	Libraries to contribute to Project Zero and the Climate Change Challenge Plan.	<p><b>Outcomes:</b></p> <p>Libraries contribute fully to the climate change agenda and the need to achieve carbon reduction.</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Duplicate the successful Microgreens Project at the other Libraries.</li> <li>• Consider and review the use of the courtyard at Barry Library and develop a plan with partners which brings biodiversity and space for adults and children to enjoy.</li> <li>• Work with other partners to ensure the promotion of wider green issues</li> </ul>	<b>LMT</b>

			through resources, talks and exhibitions. 1 <sup>st</sup> June2023 31 March 2024	
WO 1.6	Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being.	Promote the library offer to other council staff with an emphasis on staff well-being	<p><b>Outcomes:</b></p> <p>Council workforce informed of and engaging with the library offer:</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Identify areas of service to promote to other council staff.</li> <li>• Improve libraries promotion on staff net.</li> <li>• Explore ways of reaching out further to council staff.</li> <li>• Explore wellbeing activities and partnerships.</li> </ul> <p>1<sup>st</sup> June2023 31 March 2024</p>	<b>LMT</b>
WO 1.1	Work with voluntary and community organisations to deliver and shape local services, encourage people to get	Libraries to continue to offer voluntary places and to work in collaboration with other voluntary services to ensure people get involved in the community.	<p><b>Outcomes:</b></p> <p>Continue to recruit volunteers and work in partnership with other organisations.</p>	<b>LMT</b>

	more involved in their local communities and support them to seek funding.		<p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Recruit more volunteers to housebound, digitisation and Digital Champions projects.</li> <li>• Develop a refresher programme of training on digital skills and library processes for volunteers.</li> <li>• Host events with other partner organisations e.g. GVS information Stalls.</li> </ul> <p>1<sup>st</sup> June2023 31 March 2024</p>	
WO 1.2	Work with partners in the private sector to help deliver service innovation and new sources of investment and expertise.	Identify partners in the private sector to help deliver services to the community.	<p><b>Outcome:</b></p> <p>Identify partners in the private sector who can help deliver our aim of supporting the local community:</p> <p><b>Milestones</b></p> <p>Identify partners in the private sector to collaborate with e.g. Barclays Bank, Babis BACH Babies and Tiny Toes Ballet.</p> <p>1<sup>st</sup> June2023 31 March 2024</p>	<b>LMT</b>

<p>WO1.1</p> <p>WO1.4</p>	<p>Deliver our <u>Public Participation Strategy</u> to encourage and enable greater involvement for residents and other stakeholders in decision making,</p> <p>with a particular focus on improving engagement with seldom heard voices.</p>	<p>Carry out an adult survey to enable greater involvement from residents in the improvement of the library service.</p>	<p><b>Outcome:</b></p> <p>Gain the opinions of the wider public about ways to improve the library service to meet their needs.</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Create a survey for adults in line with MALD guidelines.</li> <li>• Explore different ways of ensuring adults have access to the survey.</li> <li>• Carry out survey.</li> <li>• Analyse survey.</li> </ul> <p>1<sup>st</sup> June 2023 31 March 2024</p>	<p><b>LMT</b></p>
<p>WO 1.5</p>	<p>Increase the use of the Welsh Language through the delivery of the <u>Council's Welsh Language Promotion Strategy</u> and the <u>Welsh in Education Strategic Plan (WESP)</u>.</p>	<p>Continue to promote the Welsh Language through resources, activities, events and continue to encourage staff to take the opportunity to learn Welsh.</p>	<p><b>Outcome:</b></p> <p>Continue to ensure the availability of Welsh Language material in accordance with the WPLS. Actively encourage Welsh language events at the libraries</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Purchasing Welsh Language material</li> <li>• Hosting and arranging Welsh Language events at libraries.</li> </ul>	<p><b>LMT</b></p>

			<ul style="list-style-type: none"> <li>• Purchase more Welsh language audiobooks, large print books and e-books.</li> </ul> <p>1<sup>st</sup> June2023 31 March 2024</p>	
WO3.1	Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development and arts and cultural services with a focus on tackling inequalities, the promotion of health and well-being and areas where there have previously been low participation rates.	Bring people and communities together and encourage participation	<p><b>Outcomes:</b></p> <p>More opportunities to facilitate inclusive activities.</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Continue to host coffee mornings and a range of informal drop-in sessions.</li> <li>• Support and promote Knit and Natter groups, reading groups, rhyme time, story time, and other social groups for adults and children.</li> <li>• Host a warm space during the winter.</li> <li>• Hold a programme of free or affordable activities for children and families during the summer holidays.</li> </ul> <p>1<sup>st</sup> June2023 31 March 2024</p>	<b>LMT</b>

WO3.3	Continue to diversify the offer from our libraries in their role as hubs within the community.	Continue to diversify the offer from our libraries in their role as hubs within the community.	<p><b>Outcome:</b></p> <p>A diverse library service enhancing our role as a hub within the community.</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>• Identify means of offering an even more diverse library service in line.</li> <li>• Delivering a more diverse library service.</li> </ul> <p>1<sup>st</sup> June2023 31 March 2024</p>	<b>LMT</b>
WO 3.8	Deliver the priorities of the <a href="#">Regional Safeguarding Board</a> , ensuring effective arrangements are in place to protect children and adults at risk of neglect, abuse and exploitation.	Continue to ensure the library service acts upon its safeguarding responsibilities.	<p><b>Outcome:</b></p> <p>All staff fully aware of their safeguarding responsibilities by following policies and procedures.</p> <p><b>Milestones:</b></p> <p>Staff continued to be trained and refreshed in all aspects of safeguarding.</p>	<b>LMT</b>



			Ongoing	
WO 4.1	Support increasing numbers and a greater diversity of young people to be engaged in a wider range of participation opportunities to enable equity and diversity in decision making within the Council.	Libraries to offer a greater diversity for young people.	<p>A diverse library service enhancing our role as a hub for young people.</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>Identify means of offering an even more diverse library service for young people.</li> <li>Delivering a more diverse library service for young people.</li> </ul> <p>1<sup>st</sup> June2023 31 March 2024</p>	<b>LMT</b>
	Deliver year four of the Council's <a href="#">Strategic Equality Plan</a> , achieve <a href="#">Age Friendly</a> status for the Vale and progress work as part of national action around disability, race and sexual orientation and gender identity.	Libraries to continue to support and host activities for older people and to offer a warm space in the winter.	<p><b>Outcomes:</b></p> <p>Support the council in its aim to achieve Age Friendly status.</p> <p><b>Milestones:</b></p> <ul style="list-style-type: none"> <li>Continue to host coffee mornings and a range of informal drop-in sessions for older people.</li> <li>Support and promote Knit and Natter groups, reading groups, and other social groups for older people.</li> </ul>	<b>LMT</b>

			<ul style="list-style-type: none"> <li>• Host a warm space during the winter.</li> <li>• Promote our housebound service.</li> <li>• Promote our services to residential and nursing homes.</li> </ul>	
WO 3.1	Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development and arts and cultural services with a focus on tackling inequalities, the promotion of health and well-being and areas where there have previously been low participation rates.	Develop Makerspace activities at Barry and Penarth Libraries.	<p><b>Outcomes:</b></p> <p>More opportunities to facilitate inclusive activities.</p> <p><b>Milestones:</b></p> <p>Through the Makerspace Officer, develop a programme of library created learning activities for adults, young people and children, some of which will be free.</p> <p>Collaborate with ACL and other partners and organisations to host a range of activities for learners at the Makerspace to introduce and expand new skills.</p> <p>Provide opportunities for individual users to work in the makerspace to pursue their own interests, whether digital, craft or music based.</p> <p>Work with partners and key stakeholders to ensure staff and volunteers have the latest</p>	<b>LMT</b>

			skills and knowledge to support users digitally.  1 <sup>st</sup> June2023 31 March 2024	
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