

VALE of GLAMORGAN

Library and Information Service Team Plan 2013/14



BRO MORGANNWG

Team Manager	Christopher Edwards
Service Plan	Learning & Skills
Date signed off	01 08 13
Signed off by	<i>Jennifer S Hill</i>

Outcome : 1	All learners achieve their full learning potential in order to maximise their life opportunities.
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Objective : 1	To ensure the views of learners inform the development of provision
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Context for this objective:	The Library Service uses a national framework developed by CIPFA for undertaking user surveys of library customers. Adults and children's views are surveyed on separate 3 year cycles in common with other library services in Wales. The latest survey of adults was conducted in October 2012 and results are available.
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	Ensure feedback from the 2012 Adult Library User Survey is made available on the library website	Publish the survey results on a re-designed web page following the launch of the new website. To include details of actions taken following the survey.	High	Chris Edwards	1/7/13	1/10/13	Existing budgets	

Outcome 1:	All learners achieve their full learning potential in order to maximise their life opportunities.
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Objective 4:	To provide a range of learning opportunities within the community for learners of all ages
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Context for this objective:	The library service seeks to enhance users' experiences of libraries in person and online so that libraries are used to their full potential. The service collaborates with others on the provision of resources to increase learning opportunities to a wide customer base. The library service also seeks to meet Welsh Public Library Standards and meet our statutory obligation which is to "provide a comprehensive and efficient library service for all". The range of learning opportunities encompass activities for adults and children to increase literacy, support activities for adults who need to use ICT to access benefits and job opportunities, and training for staff to help them support customers and also to increase their own ICT skills.
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Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
LS04/A0 37 LS18	Develop a reading strategy through the Library and Information Service to support improvements in standards of literacy & promote enjoyment in reading for all ages. SP 71	Children and adults have access to high quality reading resources and activities to broaden and extend their reading experiences	Medium	Chris Edwards	1/4/2013	31/12/14	Existing budgets	

	Run a TeenQuest challenge in main libraries through the summer to encourage teens to engage with libraries	Promotion in place at all libraries, teens enrolled and participating. Short report written on effectiveness and participation.	High	Katherine Owen	1/7/13	31/9/13		
	Promote the 6 book challenge to target adult groups	Summer promotion to run until Sept 13. Jan to Jun 2014 promotion developed by Oct 2013.	Medium	Colette Chilcott	1/7/13	30/6/14		
	Investigate options for the establishment of Reading Groups in full-time libraries	Potential group locations and times identified by Oct 2013. At least one group established.	Medium	Andrea Griffiths	1/9/13	28/2/14		
	Develop reader pages on the library website to provide links to reading choices	Website pages available and promoted via social media. To include a Reading Groups page by 31/12/13	High	Andrea Griffiths	1/6/13	1/3/14		

	Priorities for library promotions agreed and available to staff in a library promotions calendar.	Promotions run at all libraries and online utilising the key events identified in the promotions calendar	High	Katherine Owen	1/5/2013	31/3/2014		
	Deliver a literacy project in partnership with the South Wales Literature Project	Project identified and delivered. Partnership work strengthened.	High	Katherine Owen	1/6/13	31/3/14		
LS04/A0 38 LS19 (CSCYP/ A7.3)	Reintroduce a mobile library service following a consultation about how the service will be delivered	A mobile library service enables all residents, including those who live in rural areas, to access a library and information service	High	Chris Edwards	1/4/13	31/12/14	Subject to funding being made available	
	Consultation completed and reported back to stakeholders	Results reported back	High	Chris Edwards	1/5/13	1/7/13		
	Delivery options identified and costed, presented to Town Council	Options discussed and agreed with stakeholders. All costs and	High	Chris Edwards	1/8/13	31/10/13		

		budgets agreed						
	Vehicle identified, procured and fitted out	Vehicle specified, costed and procured.	High	Chris Edwards	1/8/13	31/12/13		
	Staffing requirements identified, including line management role	Job description, person spec etc approved and recruitment process followed	High	Chris Edwards	1/8/13	31/12/13		
	Mobile stops identified, discussed and approved	Routes planned, stops risk assessed and agreed.	High	Andrea Griffiths	1/8/13	31/12/13		
	All practical arrangements discussed and agreed. Vehicle operating	Arrangements and procedutres agreed and in place for parking, servicing, stock allocation, housing of stock etc	High	Chris Edwards	1/8/13	31/11/13		
LS04/A0 39 LS20	Develop an information literacy model based on the Wales Information Literacy Framework for school pupils	Libraries actively promote the development of information literacy skills amongst school pupils, in line	Medium	Chris Edwards	1/9/13	1/7/15	Existing revenue budgets	

		with national objectives						
	Senior Management Team in libraries to be kept informed about current initiatives and best practice	Information Literacy Champion identified. Staff informed. Projects identified	Medium	Gethin Sheppard	1/6/13	31/3/14		
	Devise and pilot an online search skills programme for delivery to schools	Trial the programme at one school, learn lessons before roll-out to further schools in 2014/15	Medium	Gillian Southby	1/6/13	31/6/14		
LS04/A0 40 LS20	Introduce a programme of surgeries and information sessions on the use of digital services for the community	Libraries are community hubs where people can develop their skills and access a range of services	Medium	Chris Edwards	1/4/13	31/3/14	Existing revenue budgets plus grant funding	
	Support benefit claimants access to government services to make online claims and register and search for work	Awareness training delivered to staff. Workshops provided for customers to	High	Colette Chilcott	1/6/13	31/3/14	CyMAL Grant funded	

		assist with online skills. The library "offer" developed and promoted.						
	Picture the Vale - project to digitise photographs in the collection and engage with local groups and individuals	300+ photos scanned and put online, drop-in sessions promoted to the public, local studies groups offered training to add their own items	High	Melanie Weeks	Jun 2013	Mar 2014	CyMAL Grant funded	
	Introduce digital Fridays	Staff at all full time libraries providing one-to-one sessions for customers who need basic IT help. Sessions branded and promoted.	Medium	Colette Chilcott	1/9/13	31/3/14		
	Develop social media to promote services, inform customers and reach new audiences	Key staff identified and actively using Facebook to promote services.	Medium	Andrea Griffiths	1/7/13	31/3/14		

	Develop and online membership form on StaffNet for staff to be able to join the library service	Online form available on StaffNet. Benefits of library services promoted to council staff	Medium	Gethin Sheppard	1/8/13	31/12/13		
	VSmart system set-up to send an automated email to customers when reservations are available for pickup	System setup, tested and working	Medium	Gethin Sheppard	1/8/13	31/1/14		
	Promotion of new audio books service	Workshops provided for customers who wish to make use of the new downloadable audio book service	Medium	Andrea Griffiths	1/10/13	31/3/14		

Outcome : 3	Learning Environments are stimulating, safe, healthy, secure and efficient
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Objective : 9	Learners have access to an appropriate range of high quality provision
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Context for this objective:	Improving the design, layout and space available at libraries will enable the best possible learning environment and will deliver increased use and opportunities for all. A number of libraries have benefitted from CyMAL building improvement grants in recent years and Llantwit Major library is the major priority for the Vale. Welsh Public Library Standards specify that all full-time libraries should have Wi Fi access by March 2014.
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LS09/A0 83	Refurbish the library in Llantwit Major (subject to a successful grant application)	Additional space and improved facilities	M	Paula Ham	1/4/14	31/4/15	CyMAL grant	
	Plan and cost installation of disabled access toilet at Llantwit	Plans drawn up. Quotes provided. Funding identified.	Medium	Chris Edwards	1/5/13	31/5/14	Existing budgets	

	Major Library (where funding available)							
	Provide public Wi Fi at Llantwit Major and Dinas Powys Libraries	Plans discussed with ICT, costed and wifi available to customers to meet Library Standards	High	Chris Edwards	1/5/13	31/3/14	Existing budget	
	A review of the services offered by libraries	Work with the review group to provide and clarify information about the Vale Library Service	High	Chris Edwards	1/9/13	31/3/14	Existing budgets	
	Provide information about alternative service options	Alternatives identified and provided.	High	Chris Edwards	1/9/13	31/3/14		

Outcome :	
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Objective (insert number):	
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Context for this objective:	
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