

## Shetland Library 2017-18 Service Plan



Supporting the Children's Services Department vision:

**“Building a Brighter Future Together”**

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## Corporate Plan Drivers

| Corporate Plan outcomes |  | Library service support for this outcome:  |
|-------------------------|--|--|
| <b>A.2</b>              | <p><b>Vulnerable children and young people's opportunities</b><br/>Children and young people, particularly those from vulnerable backgrounds, will be getting the learning and development opportunities that allow them to best fulfil their potential.</p> | Improve early literacy by delivering Bookbug to every child in Shetland; ensure every child is a library member and that families are encouraged to benefit from services.   |
| <b>A.6</b>              | <p><b>Physical and cultural activities</b><br/>More children will be taking part in physical and cultural activities – developing healthy lifestyles for playing a full and active part in Shetland community life.</p>                                      | Actively promote reading and literacy activities in school and public libraries, including reading and writing in Shetland dialect; promote digital inclusion for young people.  |
| <b>B.2</b>              | <p><b>Older people - independence</b><br/>Older people and people who are living with disabilities will be getting the services they need to help them live as independently as possible.</p>  | Ensure Library services can be used at all stages in life e.g. accessible buildings; flexible outreach or online services; range of formats.   |
| <b>B.4</b>              | <p><b>Older people – health</b><br/>People will be supported to look after their own health and well-being, helping them to live in good health for longer.</p>  | Work with partners to promote awareness round good mental and physical health. Ensure the library is a welcoming environment for the elderly and vulnerable.   |
| <b>D.5</b>              | <p><b>Vulnerable people - opportunities</b><br/>Individuals, particularly those from vulnerable backgrounds, will be accessing the learning and development opportunities that allow them to best fulfil their potential.</p>                                | Continue to provide and publicise free library and information services including lifelong learning opportunities. Increase digital inclusion by providing ICT access and the support and encouragement people need to use digital technology. |
| <b>20/20.14</b>         | <p><b>Hard to reach</b> - The needs of the most vulnerable and hard-to-reach groups will be identified and met, and services will be targeted at those that need them most.</p>  | Work with partners to ensure we reach the groups or individuals who can most benefit from the library.   |

| Corporate Plan outcomes |  | Library service support for this outcome:  |
|-------------------------|--|--|
| <b>20/20.15</b>         | <b>Assets</b> - We have better understanding of the assets we can afford with the resources we have available, and will have reduced the number of buildings we have staff in. | Ensure the County Library is housed in premises that serve customers well, can meet changing needs and operate efficiently.  |
| <b>20/20.16</b>         | <b>Assets – whole life costs</b><br>We will have prioritized spending on building and maintaining assets and be clear on the whole-of-life costs of those activities.          |  |
| <b>20/20.17</b>         | <b>Environment</b> - We will have reduced the effect we have on the local environment, particularly reducing carbon emissions from our work and buildings.                     |  |
| <b>20/20.20</b>         | <b>Creativity</b> - We will be an organisation that encourages creativity, expects co-operation between services and supports the development of new ways of working.          | Continue to ensure staff work flexibly and with partners wherever appropriate, finding creative ways to promote and develop our services within budget restraints. |

## New financial restrictions

In 2017/18 the Library has met a 3.3% budget reduction target through a range of staffing and equipment cuts and by cutting 40% from the books budget. The book budget cut is not sustainable in the longer term so in 2018/19 and beyond our strategy will be to partly replenish this and to make all possible savings from building efficiencies and staffing.

The SIC Medium Term Financial Plan as revised in March 2017 sets out SIC target savings of at least 4.5% per annum until 2022. Within these restrictions we must continue to provide an adequate, free library service as is statutory under Section 163(2) of the Local Government (Scotland) Act 1973, to meet the quality standards of How Good is Our Public Library and to follow the recommendations of the National Strategy.

## New External Bodies Guidance

- Ambition and Opportunity: a Strategy for Public Libraries in Scotland 2015-2020
- 'How Good is Your Public Library?' quality assessment framework
- Scottish Book Trust (Bookbug Partnership Agreement)
- Shetland Integrated Children's Services Plan 2017-2020
- Shetland Community Learning and Development Action Plan 2017
- Digital Strategy for Scotland 2017

## About us

This Service is led by an Executive Manager who is line managed by the Director of Children's Services. The following Services are also in the Children's Services Department: Children & Families, Schools & Quality Improvement, Children's Resources & Sport & Leisure.

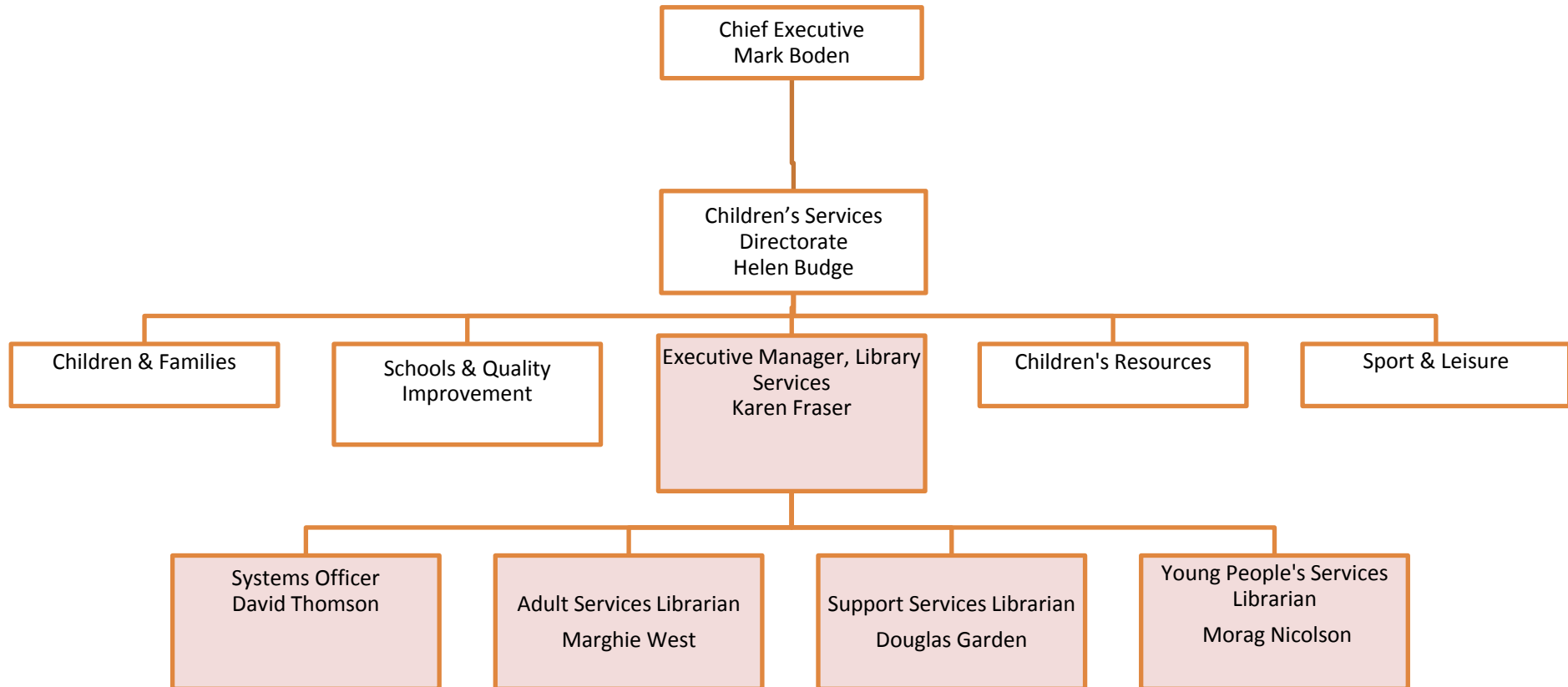
Within the Library service there are various job roles including librarians, systems staff, mobile library staff, admin/reception, school library staff, senior library assistants and library assistants. Partnership work, both formal and informal is extremely important in delivering our services, so we work with many local organisations and volunteers.

Our revenue budget for 2017/18 is £953,899. Of this, £129,299 is allocated to school library staffing. However there is a lot of cross-over work between public and school libraries - some staff work in both areas, and most school libraries also have public library functions to some extent. All Shetland library stock is shared between school and public branches in a common online system, so is available to customers throughout Shetland.

The Library has 23 full-time equivalent staff, a total of 29 people who serve our main public library, two mobiles, seven school libraries, outreach and online services.

The focus of our 2017/18 Service Plan is early literacy, learning and reviews of some core services to ensure efficiency and resilience.

## Organisational Chart



The Library does not have any managers at Team Leader level; instead four professional staff at lower grades have line management roles as well as professional responsibility for areas of work. All library managers also cover frontline service duties at times.






## What We Do and Why

| Library core services – what we do  | Why? - Links to national strategies and frameworks   |
|---|--|
| <p>Reader development</p> <ul style="list-style-type: none"> <li>• Bookbug, the Government’s early years literacy programme</li> <li>• Reading materials in a wide range of accessible formats</li> <li>• Reading promotions and events for all ages</li> </ul>   | <p>Promoting reading, literacy and learning [National Strategy for Libraries Aim 1]</p> <p>Readers’ experience (How Good is our Public Library Q1.2)</p>                       |
| <p>Lifelong learning</p> <ul style="list-style-type: none"> <li>• Accessible on-the-spot help with using digital technology</li> <li>• Informal classes and drop-ins delivered by us or our partners</li> <li>• Promotion of learning opportunities and materials</li> </ul>                                    | <p>Promoting digital inclusion [National Strategy for Libraries Aim 2]</p> <p>Learning culture (How Good is our Public Library Q1.3)</p>                                       |
| <p>Information and assistance</p> <ul style="list-style-type: none"> <li>• Free internet and wifi with support to find information</li> <li>• Help with enquiries by phone, email or in person</li> <li>• Free access to online reference sites</li> </ul>  | <p>Promoting economic wellbeing [National Strategy for Libraries Aim 3]</p> <p>Access to information (How Good is our Public Library Q1.1)</p>                                 |
| <p>Community participation and inclusion</p> <ul style="list-style-type: none"> <li>• Safe, welcoming community spaces including space to meet and study</li> <li>• Outreach services from early years to mobile and housebound</li> <li>• Services for the visually impaired e.g. talking newspaper</li> </ul> | <p>Promoting social wellbeing [National Strategy for Libraries Aim 4]</p> <p>Individual and community engagement (How Good is our Public Library Q1.4)</p>                     |
| <p>Culture and dialect</p> <ul style="list-style-type: none"> <li>• Author events and support for local writing, including dialect</li> <li>• Outreach and partnership projects</li> <li>• Extensive collection of local books and help with local history enquiries</li> </ul>                                 | <p>Promoting culture and creativity [National Strategy for Libraries Aim 5]</p>  |
| <p>Service development</p> <ul style="list-style-type: none"> <li>• Focus on customer service including regular public consultation</li> <li>• Development of services to meet changing needs</li> <li>• Attainment of adequate national standards</li> <li>• Budget efficiency and good value</li> </ul>       | <p>Libraries as excellent public services [National Strategy for Libraries Aim 6]</p> <p>Vision, strategy and continuous improvement (How Good is our Public Library Q1.5)</p> |

| Library core services – what we do   | Why? - Links to national strategies and frameworks |
|--|--|
| <p>School Libraries:</p> <ul style="list-style-type: none"> <li>• Work with teaching colleagues to embed information literacy</li> <li>• Support the development of literacy, including confidence and fluency and reading for pleasure</li> <li>• Provide a wide range of materials which support the curriculum</li> <li>• Encourage and enable pupils to research, browse and discover, including use of online resources</li> <li>• In rural schools, school libraries support primary and early years and family learning</li> <li>• School libraries are the public library for many young people in Shetland</li> </ul> | <p>Curriculum for Excellence</p>                   |



## Contact Details

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