Shetland Library
2019-20 Service Plan

Supporting the Children's Services Department vision:

"Building a Brighter Future Together"

Shetland Library – outcome chain

February 2019

The provision of free, adequate public library services is statutory under Section 163(2) of the Local Government (Scotland) Act 1973 .
Library service planning is guided by the National Strategy for Public Libraries in Scotland 2015-2020.
Quality improvement of public library services is assessed and evaluated through the How Good is our Public Library framework.
School library planning is guided by the National Strategy for School Libraries in Scotland 2018-2023 and evaluated using How Good is our School Library.

Activities / Outputs	Reach	Short Term Outcomes	Medium Term (Council/Partnership Plan) Outcomes	Long Term (National) Outcomes
Deliver Bookbug, the Government's early literacy programme. Work with schools, partners and families to promote library membership for all. Run a strong reader development programme with varied events for all ages. Support local history, literature, culture and dialect. Manage and promote a broad range of materials in accessible formats including online and downloadable ebooks. Support the curriculum including research skills and information literacy. Provide safe, accessible community space including places to meet and study. Provide free internet and assisted digital support. Encourage interest in new technology, including 3D printing and coding. Target outreach, mobile and housebound services for the isolated or disadvantaged. Ensure access to reliable information and reference services.	The Library is a universal service for everyone in Shetland, but dedicated activity targets those who are less resilient / living in low income households (e.g. those with disabilities, on benefits, socially or geographically isolated, digitally excluded) All children ('Every Child a Library Member' strategy) Schools and early learning providers Partner organisations involved in learning, health, advice, community and culture Local and visiting authors, artists, researchers, speakers and businesses	Every child in Shetland has access to Bookbug, has books in their household, is read to, encouraged to read and to use the library. Reading and literacy activities in school and public libraries, including reading and writing in Shetland dialect, are well attended, inclusive, varied and accessible. People can get quick and easy access to the books and other materials they need, at no cost and in the format they require. Mental and physical wellbeing is promoted through library activities, and libraries are a welcoming environment for the disadvantaged or vulnerable. Library users, particularly those on low incomes, can learn and get the information they need, including free digital access and support and encouragement to use ICT. Library services can be used at all stages in life e.g. accessible buildings and locations; flexible outreach or online services; range of formats.	Children and Young People particularly those from vulnerable backgrounds will be getting the learning opportunities which allow them to best fulfil their potential. 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. People will be accessing employment, education, training and services in innovative ways designed to minimise the barriers to involvement for all. People will be supported to look after their own health and wellbeing, helping them to live in good health for longer. Everyone will be able to access the support they need to minimise their outgoings with low income households benefitting from reduced bills. Individuals, particularly those from vulnerable backgrounds will be accessing the learning and development opportunities that allow them to best fulfil their potential. Older people and people who are living with disabilities will be getting the services they need to help them live as independently as possible.	We have improved the life chances of children and young people and families at risk. We have tackled the significant inequalities in Scottish society. We are better educated, more skilled and more successful, renowned for our research and innovation. Our public services and high quality, continuity improving, efficient and responsive to local people's needs.

Corporate Plan Drivers

Corporate Plan outcomes		Examples of Library service support for this outcome:
A.2	**Vulnerable children and young people's opportunities** 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.	Bookbug; early years outreach; Every Child a Library Member; storytimes and events; book lending
A.6	**Physical and cultural activities** 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.	Young Shetland Writer competition; book lending and promotions; code clubs; summer reading challenge; workshops; events; wide selection of books and other resources; e-services
B.2	**Older people - independence** Older people and people who are living with disabilities will be getting the services they need to help them live as independently as possible.	Range of formats including e-books; talking newspapers; magnifiers; accessible premises; mobile, housebound and outreach services
B.4	**Older people – health** People will be supported to look after their own health and well-being, helping them to live in good health for longer.	Library social and community space; assistance with ICT; health and wellbeing information; reading groups
D.5	**Vulnerable people - opportunities** Individuals, particularly those from vulnerable backgrounds, will be accessing the learning and development opportunities that allow them to best fulfil their potential.	Free library service; lifelong learning opportunities; digital inclusion (ICT access and the support and encouragement to use it); assistive technology; welcoming community space; accessible premises and opening hours
20/20.14	**Hard to reach -** 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.	Work with partners; information; service promotion; signposting; mobile and outreach services

Corporate Plan outcomes		Examples of Library service support for this outcome:
20/20.15	**Assets -** 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.	Old Library refurbishment project; efficiencies in energy use and stock managment
20/20.16	**Assets – whole life costs** We will have prioritized spending on building and maintaining assets and be clear on the whole-of-life costs of those activities.	
20/20.17	**Environment -** We will have reduced the effect we have on the local environment, particularly reducing carbon emissions from our work and buildings.	
20/20.20	**Creativity -** We will be an organisation that encourages creativity, expects co-operation between services and supports the development of new ways of working.	Flexible working; formal and informal partnership work; external funding; new projects and service strands e.g. EU Resettlement; 3D printing

New financial restrictions

In 2019-20 the Library is managing a standstill budget and plans to maintain all existing services where they contribute to our aims and outcome targets. Newer services such as 'STEM' (science, technology, engineering and mathematics) projects will be developed within existing resources. A project to refurbish the old library and bring most functions under one roof will be in the Council's Asset Strategy for decision in 2019. If this goes ahead it will mean Old Library staff and functions temporarily moving to Montfield. This will put pressure on resources for a time and may delay other projects. Ultimately the buildings improvement will bring benefits for customers and allow staff to work much more efficiently.

Budget and staffing for 2019-20

	Links to Corporate Plan	Staffing – full time equivalent	Budget	(Increase)/decrease from 2018-19
Public Library Service	Supporting young and older people to take part in physical and cultural activities and to play a full and active role in community life.	18.93	£782,089	(£3,072)
School Library Service	Supporting young people to take part in physical and cultural activities and to play a full and active role in community life.	5.18	£172,937	(£1,590)

External Bodies Guidance

- The Library must continue to provide an **adequate, free** public library service as is statutory under Section 163(2) of the Local Government (Scotland) Act 1973.
- Ambition and Opportunity: a Strategy for Public Libraries in Scotland 2015-2020
- 'How Good is Your Public Library?' quality assessment framework
- Bookbug Partnership Agreement – Scottish Book Trust
- Digital Strategy for Scotland 2017
- How Good is our School Library?
- Vibrant Libraries, Thriving Schools: A National Strategy for School Libraries in Scotland 2018-2023
- Scottish Reading Strategy: Report and Recommendations 2019

About us

This Service is led by an Executive Manager who is line managed by the Director of Children's Services.

Within the Library service there are various roles including librarians, systems staff, mobile library staff, admin/reception, school library assistants, 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.

We are an integrated public and school library service. Some staff work in both areas, and most school libraries also function as public libraries to some extent. The calculation for staffing allocated to public and school services takes account of this. All Shetland library stock is shared between school and public branches in an online library management system, so is available to customers throughout Shetland.

The Library has around 29 staff – full time, part time and relief - who serve our main public library, mobile library, seven school libraries, outreach and online services.

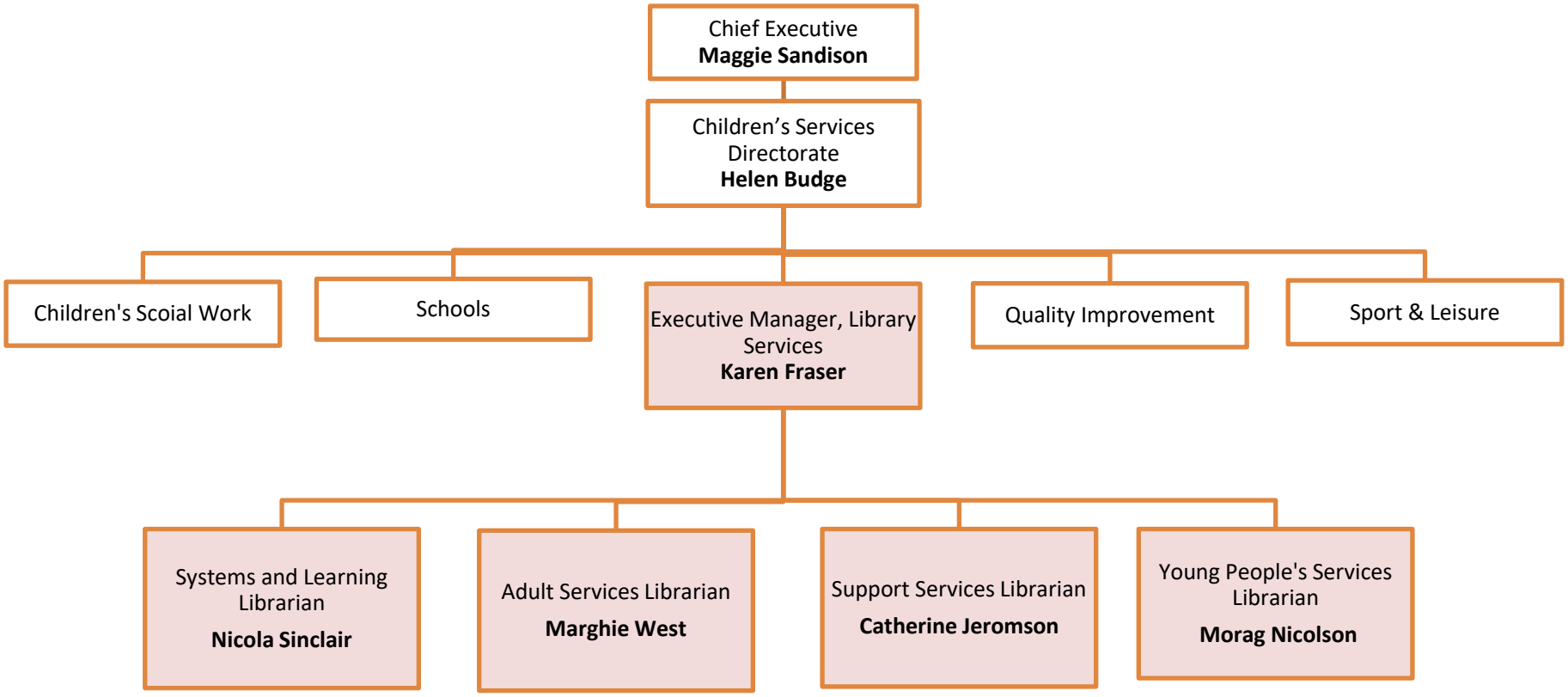
Our strategic aims are tabled here beside the corresponding evaluation standards and assessment tools we use.

Library strategic aims – from National Strategy for Libraries in Scotland	Corresponding evaluation strand from How Good is our Public Library
Promoting reading, literacy and learning [Aim 1]	Readers' experience (HGIOPL Q1.2); Learning culture (HGIOPL QI.3)
Promoting digital inclusion [Aim 2]	Learning culture (HGIOPL QI.3)
Promoting economic wellbeing [Aim 3]	Access to information (HGIOPL Q1.1); Learning culture (HGIOPL QI.3)
Promoting social wellbeing [Aim 4]	Individual and community engagement (HGIOPL Q1.4)
Promoting culture and creativity [Aim 5]	Learning culture (HGIOPL QI.3); Individual and community engagement (HGIOPL Q1.4)
Libraries as excellent public services [Aim 6]	Vision, strategy and continuous improvement (HGIOPL Q1.5)

School Library strategic aims – from National Strategy for School Libraries	School Library evaluation tools
• Curriculum, learner journey and developing the young workforce • Information, digital literacy and digital creativity • Literacy, numeracy and family learning • Health and wellbeing • Leadership, standards and working models	How Good is our School Library

The focus of our 2019-20 Service Plan is service evaluation and improvement. We want to ensure people who are disadvantaged benefit more from the library and work as efficiently and cost-effectively as possible.

Organisational Chart



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

Service actions April 2019-2020

Title	Description	Desired outcome	Start date	End date	Link to Partnership plan outcome
EU Settlement	Establish 'assisted digital support' appointment system for EU nationals registering for the scheme.	People receive help with registering online and participating Library staff are confident in dealing with the system.	01/04/19	31/12/19	Place: Shetland is an attractive place to live, work, study and invest
Mobile library	Increase customer base and improve service, particularly to the socially or geographically disadvantaged.	More customers, of a wider age range, are using the library van, and getting the chance to try out eBooks. There are fewer cancelled runs and more fixed stops at set times.	01/04/19	30/11/19	Place: Shetland is an attractive place to live, work, study and invest
Library buildings	Work with Capital Project department to ensure main library is housed in efficient and accessible premises.	A building that is efficient to run and staff, flexible enough to meet changing customer needs. Well located for public transport and active travel.	01/04/19	31/03/20	Place: Shetland is an attractive place to live, work, study and invest
Welfare payments	Ensure people can access digital support for claiming UK and Scottish Government welfare payments online.	People requiring help with ICT can access it from library staff in a familiar and supportive environment.	01/04/19	31/03/20	Money: all households can afford to have a good standard of living
Service promotion	Refresh publicity strategy, ensuring efficiency and reach.	As many people as possible, but particularly those on low incomes, are able to find out about library services and events. Active library membership increases.	01/04/19	31/05/19	Money: all households can afford to have a good standard of living

Stock management	Complete stock improvement project and refresh stock management strategy.	Stocktake, re-barcoding, better stock rotation and catalogue updates will improve staff work environment and our service to customers.	01/04/19	31/08/19	People: individuals and families thrive and reach their full potential
Health and wellbeing	Refresh 'Help Yourself to Health' partnership with NHS Shetland.	Improved staff and public awareness round supported self care. Greater impact from resources and projects.	01/04/19	28/02/20	People: individuals and families thrive and reach their full potential
Every Child a Library Member	November promotion to ensure every child in Shetland gets the chance to join the Library.	98% of children are library members by Primary 1, and are being encouraged and enabled to use the service.	01/11/19	31/12/19	People: individuals and families thrive and reach their full potential
'STEM' activities	Further develop projects that encourage interest in science, technology, engineering and mathematics.	Reach of Code Club increased by assisting schools and other settings to run their own sessions. 3D printing and Virtual Reality demos run with partners.	01/05/19	28/02/20	People: individuals and families thrive and reach their full potential
Council website	Prepare to move Library website presence to new SIC corporate site.	A site which is easy to navigate on all devices, where users can complete tasks, find library information and resources easily and which cross–promotes library services.	01/07/19	31/03/20	Participation: people participate and influence decisions on services and use of resources
Service evaluation	Assess service under two Quality Indicators of How Good is our Public Library	Professional staff have involved staff, customers and wider community in evaluating areas of work and led on improvement actions plans.	01/05/19	31/01/20	Participation: people participate and influence decisions on services and use of resources