

## Shetland Library Service Plan actions 2019-2020 – Progress review August 2019

Title	Description	Desired outcome	End date	Link to outcome	Update August 2019
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.	31/12/19	Place: Shetland is an attractive place to live, work, study and invest	No referrals so far. CAB has seen a few people. In-house refresher session with Home Office app being set up. <b>[NKS]</b>
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.	30/11/19	Place: Shetland is an attractive place to live, work, study and invest	Proceeding well, new staff being trained and funding bid for Mobile Libraries Day (20 November 2019) being worked up, also new procedures. <b>[CJ]</b>
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.	31/03/20	Place: Shetland is an attractive place to live, work, study and invest	Revised funding (£1.6m) and plans approved by Council in June 2019. Tender process underway. <b>[KF]</b>
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.	31/03/20	Money: all households can afford to have a good standard of living	No new issues, digital assistance being handled well and partners refer clients to library for this. <b>[NKS]</b>
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.	31/05/19	Money: all households can afford to have a good standard of living	Publicity review will be completed September 2019. New statistics on membership by age and gender assist work. Firmstep forms for online joining being investigated. <b>[KF]</b>
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.	31/08/19	People: individuals and families thrive and reach their full potential	Res 3 – complete. Good start on Res 2 but major project and bulk of work will be done during decant. Res 1 some progress. SMS still to be updated. <b>[MW]</b>

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.	28/02/20	People: individuals and families thrive and reach their full potential	Meeting organised. <b>[MW]</b>
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.	31/12/19	People: individuals and families thrive and reach their full potential	Established process is underway. Shetland Librarian on National Early Years Strategy Group. <b>[MN]</b>
'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.	28/02/20	People: individuals and families thrive and reach their full potential	Low interest from schools but good uptake of holiday sessions in public libraries. Partner events run and more planned. Good evaluations. <b>[NKS]</b>
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.	31/03/20	Participation: people participate and influence decisions on services and use of resources	Keeping up with communications from ICT – test site not yet launched. <b>[NKS]</b>
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.	31/01/20	Participation: people participate and influence decisions on services and use of resources	Assessor visit set for 14 November. Work ongoing, to be finalised in next few weeks. <b>[KF]</b>