

Schedule 2

1. Description of the Services

The service shall fulfil the Council's statutory duty under the Public Libraries and Museums Act 1964 which states that: *It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof.*

The service shall further Explore's vision, *to enable people to live fuller, more connected and engaged lives.*

Explore will deliver a comprehensive and efficient public library service increasing access to library services by providing excellent services, encouraging everyone to be a library member from birth, and giving York residents universal membership of all public libraries in England and Wales through membership of the Society of Chief Librarians.

Explore shall provide the following core offers:

i. The Health and Social Care Offer:

- A network of local hubs offering non-clinical community space where people can access free, impartial information and advice
- Community outreach supporting vulnerable people such as a home library service, and books on prescription
- Expert staff with up to date knowledge of health care services and providers in their local community and who will be able to signpost customers effectively to providers where clinical or specialist support is needed. They will do this with respect and confidentiality.
- Assisted on-line access to a range of websites by staff who are expert in mediated searches and able to locate information and online resources appropriate for the customer need and to facilitate and enable digital literacy
- Self-help, independent library resources including impartial health information to support people in making independent life decisions
- Health and care information services through partnership with agencies such as Age UK, Macmillan to signpost customers

- All sites to be dementia friendly
- Public health promotion activity working with the public health team
- Social and recreational reading opportunities like reading groups
- Volunteering and community engagement activities

ii. The Universal Reading Offer:

- Promoting the joy of reading through a range of activities and events
- Free access to book stock to browse and borrow in a variety of formats for all ages in which readers claim a legitimate interest
- A stock policy that reflects the community's requirements, promotes the stock, and provides the widest range of material within the resources available
- Average number of items added to stock per year over the life of the contract to be no lower than the number of items added to stock by the Council during the financial year 2013/14
- Access to the national book collection through inter library loan
- Support for reading groups
- Interactive catalogue and events that support and develop a community of readers. Connecting readers to other readers
- Promoting reading for children and young people, working with schools and early years settings
- Supporting literacy development at all ages
- Taking part in national reading promotions
- Services for targeted audiences within the universal offer

iii. The Universal Information Offer:

- Information from all sources, which has been researched by information professionals, giving a level of quality assurance to the user
- Expert staff, trained in reference work
- Provision of community information at each site and management of Yortime.org.uk

- Impartial reference and information allowing people to make informed decisions
- Access to local and family history resources
- Business and enterprise information supporting SMEs and people looking to start up in business
- Information on jobs and careers as well as job search workshops in partnership with York Learning
- Work with the Council's benefits team to deliver information on the range of and changes to benefits
- Expert help accessing rights, democracy and citizenship information
- Expert help accessing Gov.uk, york.gov.uk and other national and local government websites

iv. The Universal Digital Offer:

- Free access to the Internet for every resident
- Free WiFi in every library
- Clear and accessible online information about library services
- A range of online reference sources
- Ebooks
- Free help to get online and support once you are online
- Targeted work to get people online
- Surgeries to try out new technology such as tablets, ereaders etc.
- Mediated help online
- Staff trained to help customers access digital information
- Ability for customers to join online
- Ability to be contacted online/via email for answers to customer enquiries
- 24/7 access to services through a virtual library presence
- Ability to reserve & renew items remotely via an online catalogue

Explore shall deliver the following additional services:

i. An archive and local history service:

- Promoting access to the collections

- Ensuring, conservation, acquisitions and disposal of the collection
- Achieving archive accreditation within 4 years
- Supporting local democracy and accountability by identifying and preserving the key original records of York's local government through best practice professional records management
- Maintain free hands-on public access to the archive and local history collections both in York Explore and throughout our network of libraries
- Maintaining York as a National Archives Approved repository for legally-protected Public Records and Manorial Documents
- Developing partnerships with local community groups to increase the use of the archive and local history collections, and volunteer opportunities to get involved in preserving the collections
- Increasing the proportion of the archive and local history collections which are available online
- Working with local partners to increase educational use of the archive & Local history collections, and to develop the archives collections to support economic and tourism development
- Pursuing external funding to support these objectives
- Working in partnership with the Council to deliver all the Heritage Lottery Fund approved purposes of the York Gateway to History project grant, and specifically
- Delivering Approved Purpose Three ("to give hands on access to the archives") through the HLF approved Activity Plan attached as Appendix1 of this contract.

ii. Management of the Learning Network:

- Developing it in partnership with York Learning to support the curriculum

iii. Administration of YorkCard for the Council:

- Issuing YorkCards in accordance with the Council's eligibility criteria
- Negotiating new discounts from other providers
- Marketing the benefits of YorkCard

- Maintaining a marketing database for the use of the Council and administering the Yortime ebulletin

iv. Administration of the Yortime Service:

- Administering the Yortime mailing, maintaining the database of individuals' details in compliance with data protection requirements and seeking user permissions in order to make the data available to the Council free of charge for appropriate Council communications
- Operating the Yortime booking system, ensuring that the system is supported and maintained and leading on future system development in consultation with the Council's Learning Services. Where further development of the system is required by the Council and this incurs a development cost then the Council will be liable to pay for any further support costs. Where these development costs lead to further annual support costs these will be met by Explore. Where further development of the system is required by Explore and this incurs a development cost then Explore will be liable to pay for these further costs. (NB the data will remain in the ownership of the Council).
- Working in partnership with Learning Services to manage content generation and user access maintaining a joint post (this arrangement to be reviewed annually)

v. Provision of learning space for York Learning:

- Making no less than 50% of available room capacity for hire, free of charge, to York Learning

vi. Toy Library:

- Administering the toy library on the Library Mobile service in partnership with Children's Centres

Explore shall ensure that appropriate staff are deployed to carry out the service by:

- Retaining a professionally qualified chief librarian
- Retaining a qualified and designated Civic Archivist
- Retaining a core of qualified professionals

- Staff and volunteers appropriately trained to deliver the comprehensive and efficient service
- Paying all staff no less than the living wage

2. Specification Outcomes

The service shall deliver the following outcomes:

- a. Increased opportunities for residents to shape local services through volunteering roles and opportunities, evidenced by:
 - A widening range of volunteer roles within the service to support paid staff
 - Active membership of the York Volunteering Partnership
 - Partnerships with organisations to deliver services such as with the Royal Voluntary Service to deliver the Home Library Service

- b. “Co-production”: the active involvement of residents in decisions and service redesign of Explore’s services to meet local needs, evidenced by:
 - Opportunities for residents to elect two board members and to stand for the board
 - Friends groups and advisory groups which will be open to everyone of all ages
 - Workshops designed to include everyone and actively encouraging people from disadvantaged communities to take part which will build capacity through topics such as “how to be a board member”

- c. Residents increasingly supported to engage in planning, priority setting and problem solving generally in their communities, evidenced by:
 - Partnership working with the Council’s Communities and Equalities team to deliver a programme of engagement activities at each library designed to build community capacity
 - An identified space at every library where the Council can engage with and consult communities both online and face to face

- d. Increased investment in and championing of innovation, evidenced by:
- Seeking out national and international models of excellence and innovation, working with innovation platforms, such as Genius, promoting innovation through case studies, and implementing ideas in York where appropriate.
 - Innovative approaches to the preservation of and public access to the archives and local history collections through the “Gateway to History” and the “City Making History” projects including
 - Attracting external funding to invest in innovation
 - Partnerships with the Council’s ICT service to deliver innovative approaches to the use of new technology
- e. A wide range of communication channels enabling new ways for the Council and other agencies to interact with residents, evidenced by:
- Partnership working with the Council’s Customer Services to develop a new model of customer services in communities ranging from telephone access, to web access to face to face contact, with staff trained to support Council enquiries and to help people to get online
- f. Opportunities for children and young people to be actively involved in shaping Explore, evidenced by:
- Development of a special Advisory group for those age groups
 - Regular consultation with children and young people undertaken across the City
- g. Residents increasingly enabled to find answers to local problems, evidenced by:
- Improved access to life-critical information
 - Partnerships developed with other local providers to identify local need and develop appropriate solutions
 - Work with residents to develop skills that increase self-sufficiency, reducing demand on public services

h. Communities placed at the heart of everything Explore does through the development of community hubs – a flexible and welcoming space where everyone can come together for a wide range of activities and events – evidenced by:

- Realigned service provision within a network of community assets meeting identified community need providing a single point of co-ordination for community management
- Modern, outward looking, welcoming, customer first, flexible spaces where local residents can come together for a wide range of community activities
- The transition of other Council and third sector community based services into the hub
- Initiatives that reduce the Council's service delivery
- New "paid for" services for example linked to economic growth, new jobs
- Opportunities and resources to support residents to get involved in their community and the decisions that affect its development

The Council and Explore will cooperate to further the co-location of services within the hubs. Explore will not charge the Council or its key partners for their location and/or operation within hubs (other than to achieve cost recovery).

i. Enhanced transformation and efficiency across the business of the Council and other delivery agencies, evidenced by:

- Support to the Council's transformation projects notably in the area of Adult Social Care
- Provision of facilities and resources to engage the community in new ways of working

j. Inspiring learning available for all, evidenced by:

- Partnership with York Learning to support their delivery of a range of programmes in skills development and to prepare people for work
- State of the art learning spaces accessible to all
- Explore's active membership of the York Community Learning Trust

- Management of the Learning Network, planning developments with York Learning
 - Delivery of a range of learning programmes such as family and local history, reading, IT
 - Delivery of a digital inclusion learning programme that will get people online for free. All of our sites are UK Online Centres
 - Support for literacy at all ages
 - Access to the national book collection through inter library loan
 - Information literacy programmes delivered
 - Resources to support the National Curriculum
 - Developing self-organised learning
 - Quiet study spaces for individuals and groups
- k. Good relations between different communities living in York, evidenced by:
- Opportunities to celebrate diversity such as the Human Library, book displays and lectures
 - The building of York's multiple collective identities and memories by working with local people to identify and preserve the key records of all cultures and communities in the city
- l. The creation of high quality employment opportunities, evidenced by:
- New employment opportunities for residents including apprenticeships, employment support and employee assistance programmes
 - We will work with York Learning to provide a range of opportunities for NEETs, adults with learning disabilities and people recovering from mental health
- m. A Fairer York and narrowing the gaps, evidenced by:
- Furthering the principles of the Fairness Commission
 - Support for the financial inclusion strategy through the Small Changes partnership with CAB and Aviva

- n. Increased customer satisfaction with the service
- Explore's Customer First standard, an in house programme to ensure excellent customer care
 - Achievement of the Customer Service Excellence award by year two of the contract

3. Performance Information

Explore shall provide information in respect of each quarter of the financial year, to be received by the Council no later than 6 weeks after the end of the quarter, detailing Explore's progress against the targets set out in Appendix 2 to this contract.