

Board and Topic	Rec No.	Recommendations as approved by the Executive on 6 December 2005	Update on Implementation of Recommendations as at January 2007	Update on Implementation of Recommendations as at July 2012
<b>Leisure &amp; Heritage Scrutiny Board: Putting Libraries at the heart of the Community (Review Completed November 2005)</b> Contact: Charlie Croft	1	The Council will reorganise working arrangements (including the use of self-service technology) to ensure safe and effective working arrangements	Staffing restructure has reduced single staffing. The possibility of self issue is being investigated and costed	Self issue and free WiFi is now up and running at every library apart from the mobile library. Some of the smaller libraries still single staff but never in the evening.
	2	The Council will review the core capabilities and skill profiles of all posts	The staffing restructure has provided a radical new structure with new job descriptions for all staff	The service undertook another restructure in 2011 and one more is planned for later this year. Restructuring allows the service to respond to national and local priorities and ensure that we remain relevant to our communities. We are working towards a flat management structure and have been successful in eliminating all back room posts through innovative use of IT. <b>Other staffing initiatives</b> We are now working with a range of different staffing options to ensure we can develop services as well as offer opportunities to a wider range of people. We are however still waiting for CYC as a whole to adopt a more flexible recruitment process to allow an even wider range of applicants <ul style="list-style-type: none"> <li>• We have recently introduced roles for volunteers, expanding our use to</li> </ul>

			<p>support paid staff. There has been an enthusiastic response from the public</p> <ul style="list-style-type: none"> <li>• We have also begun to offer workplacements for adults with learning disabilities, working with Adult Education. It is part of a programme to equip students with employability skills.</li> <li>• We have taken on a number of apprentices in the cafe and in October we will have another four. Two for the library work and two in the cafe</li> <li>• We have a regular supply of work experience school children</li> <li>• There is a core of librarians who specialise in different areas e.g reference and information, children and young people. They ensure the quality of provision in their areas, working strategically and operationally.</li> </ul>	
	3	The Council will clarify the roles and responsibilities of all staff	<p>The staffing restructure clarifies roles and responsibilities of all staff. There will be inductions for all staff in their new roles from April 07</p>	All of our roles are clearly defined through the job descriptions and the PDR process.
	4	The Council will review recruitment & selection processes to encourage a wider range of people to apply for vacant posts	<p>This will be investigated in April 07 once the new structure is up and running</p>	<p>This is still an area that needs attention corporately. The current system is predicated on the ability to complete the application form and take part in a formal interview process. The amount of time it takes to get a new person in place makes it difficult to respond quickly to changes and ensure excellent customer service.</p>

	5	<p>The Council will institute staff training in:</p> <ul style="list-style-type: none"> <li>· Cultural diversity</li> <li>· Working with children and young people</li> <li>· Supporting people's use of ICT</li> <li>· Leadership and management</li> <li>· Supporting lifelong learning</li> <li>· Reader development</li> <li>· Customer focus</li> <li>· Possibility thinking</li> </ul>	<p>Cultural diversity training has taken place - delivered through Future Prospects. key staff have been on the national leadership course. All staff have taken part in a cultural change programme delivered by Go MAD - which is about business improvement through transformed thinking. future Prospects are delivering stage 2 of IAG training to key staff which will lead to NVQ level 2 in Advice and Guidance. We plan to deliver training to all staff in 07/08 around working with children based on the national programme Their Reading Futures.</p>	<p>We now have a Learning and Development plan for the service listing training needed for delivery of the service and for individual need. The individual need is identified through the PDR system and the service's needs through our strategic planning.</p> <p>As technology advances it can be challenging to keep staff skills up to date, but we have a number of staff who enjoy this area and so take on passing on their skills.</p>
	6	<p>The Council will develop a plan to replace the Central Library</p>	<p>A group has been set up with library staff and some critical friends looking at how the space in the central library is used.</p>	<p>The first phase of York Explore Library Learning Centre was opened in May 2010. This was made possible through a private public partnership with Aviva. Phase one included the complete refurbishment of the ground floor, opening up what had been office space for public use, a cafe and new furniture.</p> <p>Library Square has also been transformed to a more pedestrian friendly space. It now provides a much clearer entrance space to the explore centre and an outside space for activities</p>

				<p>Phase two has now begun and will complete the transformation. The completion is expected in 2014</p> <ul style="list-style-type: none"> <li>• A bid has been submitted to the Heritage Lottery Fund to create a world class archive and local history centre at York Explore</li> <li>• The ground floor will also be refreshed and improvements made. This will include replacement of the heating system and completion of roof repairs</li> </ul> <p>York Explore is a very successful service. The flexible spaces have allowed an exciting range of activities and meant that the building is very much a community hub in the heart of the city centre.</p>
	7	The Council will implement the library asset management plan after consultation and when approved by EMAP	We have been successful in securing capital funding in partnership with Adult and Community Education to refurbish and extend Acomb library. We will be putting in a bid to the Big Lottery to refurbish and extend Tang Hall library	<p>The Big Lottery bid for Tang Hall was unsuccessful.</p> <p>The success of the explore vision is enabling us to reimagine all of our services and buildings.</p> <p>We are now actively looking at all of our community libraries to see how we can work with local people to deliver our service in different ways. Examples of this include:</p> <ul style="list-style-type: none"> <li>• A presence in the community stadium in addition to our library at Huntington. This would allow us to reach non traditional library audiences</li> </ul>

				<ul style="list-style-type: none"> <li>• Opening of a reading cafe in Rowntree Park. This is a business venture and will serve as a model for a sustainable service and will reach new audiences. This is proving very successful and has shown that libraries can be delivered in different ways and different buildings</li> <li>• A new mobile library in partnership with other services</li> </ul> <p>There won't be a one size fits all solution and this will take time to get right in every community.</p>
	8	The Council will develop a plan to implement the concept of library learning centres	We have been successful in securing capital funding in partnership with Adult and Community Education to refurbish and extend Acomb library. We will be putting in a bid to the Big Lottery to refurbish and extend Tang Hall library	See above
	9	The Council will undertake consultation with users and with the different communities the library serves, both geographic and interest as well as age.	This will happen in 07/08	There has been a range of consultation undertaken since 2008. The key results and actions taken are in annex 1. We have also re registered all our members, gaining valuable data on equalities information and collecting email addresses and mobile numbers for easier and cheaper communication. The service will be undertaking a major public consultation this autumn. The questions are now being finalised.

	10	The council will write a comprehensive stock policy that identifies the gaps in our collections.	This will happen in 07/08	The stock policy was written and approved in 2008. This year we have reviewed and updated it. A copy is attached at annex 2.
	11	The Council will investigate innovative use of IT – such as RFID technology to improve service delivery.	This will happen in 07/08	RFID self issue is now in every library. The <b>e library</b> service is now well established <ul style="list-style-type: none"> <li>• Ebooks and audiobooks are now available through our website</li> <li>• There are active Facebook and Twitter accounts</li> <li>• There is a wide range of online reference resources including the drivers theory test software</li> </ul>
	12	The Council will design service delivery around the promotion of reading rather than books.	The new staffing structure sets out staff roles in this area - 07/08 will be about delivering it. Refurbishment at Acomb will incorporate this into the design of the layout	We have done a lot of work to promote the joy of reading. <ul style="list-style-type: none"> <li>• We support about 100 reading groups across the city.</li> <li>• There is a very successful programme of author events through the year. The latest of these is Ben Fogle</li> <li>• Every summer we hold the Big City Read where we give away copies of a chosen book and wrap a programme of events and activities around the book.</li> <li>• For children and young people we hold the Summer Reading Challenge.</li> <li>• Rowntree Park Reading Cafe has shown that reading is still a very popular activity</li> </ul>

	13	The Council will further develop the partnership with ACE to deliver the concept of library learning centres.	This work is ongoing and fits into the new building at Acomb with both staffs working together	<ul style="list-style-type: none"> <li>• Adult Education now have a base in York Explore and are enrolling onto their courses from it. There are a number of adult learning open days where people can talk to tutors, enrol etc.</li> <li>• Family Learning use Dringhouses Library and Tang Hall Explore Centre as bases.</li> <li>• There is a full range of courses at York and Acomb, using the learning rooms.</li> <li>• We work very closely with them to develop a library learning offer of direct provision and on digital inclusion learning.</li> <li>• A full cost learning offer, Inspire has been launched. This offers courses in special places e.g Victorian baking in the Mansion House kitchens.</li> </ul>
	14	The Council will identify key partners and build strategic partnerships.	We have identified Youth Services as a key partner and we will be developing that relationship. The new structure identifies other key partners and allocates responsibility for building partnerships	It has been difficult to develop a partnership with Youth Services. However, we have developed a strong partnership with the University of York, hosting author events for them. Other strong partnerships are with Aviva and with CYC IT department. We are working with Sport and Active Leisure to develop a health and wellbeing hub at York Explore and with the Play Team to deliver more soft play events in libraries

15	The Council will further develop partnership working with other libraries in York	We are a member of York Libraries Forum and will be taking a more active role in 07/08	Working with the new director of learning at YSJ, we have plans to relaunch the forum with a new purpose
16	The Council will put in measures to increase access to the Library Service. This will benefit the City as well as meeting key performance indicators regarding number of visitors and opening hours.	This will happen in 07/08	We now have Changing Places Facilities at Acomb and at York. These offer full toilet facilities for people with severe disability. Now everyone can access our library service and adult education courses. We are commissioning an access audit of York Explore and then all libraries to identify areas for improvement. These will be completed in 2012. All of our buildings are featured on the disability go website. All of our libraries are accessible, but we seek to continually improve.
17	The Council will demonstrate how the library service can contribute to the Council's 8 corporate aims	This will happen in 07/08 - once the new structure is in place.	The library service contributes greatly to the new CYC objectives - especially to the building strong communities' outcome. We have contributed to the new Community Contracts outlining what we offer
SMC Comments of 26 Feb 2007: The review was recommended for sign off based on the update information provided at that time, which the Committee agreed addressed all of the agreed actions.			