

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
Leisure & Heritage Scrutiny Board: Putting Libraries at the heart of the Community (Review Completed November 2005) 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.
	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 another is planned later this year. Restructuring allows the service to respond to national and local priorities and ensure that we remain relevant to our communities
	3	The Council will clarify the roles and responsibilities of all staff	The staffing restructure clarifies roles and responsibilities of all staff. There will be inductions for all staff in their new roles from April 07	We have developed a number of volunteer roles to support delivery of the service. These are not to replace paid staff, but rather to enhance and offer additional services
	4	The Council will review recruitment and selection procedures to encourage a wider range of people to apply for vacant posts	This will be investigated in April 07 once the new structure is up and running	We have worked with Adult Education colleagues to trial work experience with ALDD. This has been very successful. We are also now taking a number of apprentices in the cafe and library. We plan to have six from September 2012. We are however still waiting for CYC as a whole to adopt a more flexible recruitment process to allow a wider range of applicants
	5	The Council will institute staff training in: · Cultural diversity· Working with children and young people· Supporting people's use of ICT· Leadership and management · Supporting lifelong learning· Reader development· Customer focus · Possibility thinking	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.	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

6	The Council will develop a plan to replace the Central Library	A group has been set up with library staff and some critical friends looking at how the space in the central library is used.	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 ground floor, opening up what had been office space for public use, a cafe and complete refurbishment and new furniture. We have a working group set up to review all aspects of our service from York Explore.
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	The Big Lottery bid was unsuccessful. However we did secure £300k from Aviva to transform York Library into our flagship Explore Centre. Phase one - the ground floor was completed in May 2010 and has been very successful. The transformation of Library Square to a more pedestrian friendly space has also greatly improved access to the building. Phase two will be the submission of a bid to the Heritage Lottery Fund to complete the move of the City Archive to the Explore Centre and create a world class Archive and Local History Centre. This would be complete in 2014. We are also looking at our community libraries to see how we can work with the communities to deliver our service in different ways. For instance, we are discussing a proposal to have a presence in the community stadium in addition to our library at Huntington. This would allow us to reach non traditional library audiences. This week we are opening 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.
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	See attachments
10	The council will write a comprehensive stock policy that identifies the gaps in	This will happen in 07/08	The stock policy was written and approved in 2008. This year we have reviewed and updated it
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. We are lending ebooks and audiobooks through our website and have active Facebook and Twitter accounts.

	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. We support about 100 reading groups across the city. We now have a very successful programme of author events through the year. 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. For children and young people we held the Summer Reading Challenge.
Leisure & Heritage Scrutiny Board: Putting Libraries at the heart of the Community (Review Completed November 2005) Contact: Charlie Croft	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	Adult Ed now have a base in York Explore and are enrolling onto their courses from it. Family Learning use Dringhouses Library and Tang Hall Explore Centre as bases. They have a full range of courses at York and Acomb, using the learning rooms. We work very closely with them to develop a library learning offer of direct provision and on digital inclusion learning. We have also developed a full cost learning offer - Inspire - with Adult Ed. This offers courses in special places e.g
	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	The Forum is no longer in existence. We are now developing a good partnership with York St John University Library to put in a bid to host the national Women's Library
	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: It is recommended that this review is signed off as the update information appears to address all of the agreed actions			

General overview of progress

In 2005 we began a process of improvement and modernisation – following our clear vision. We have created efficiencies in our procurement of stock – we are part of a trans regional stock consortium which drives out the best discounts and enables us to buy more books with the same money. Buying more paperbacks also helps us to maximise our stock. In 2009 we got rid of the back room department that bought the stock. This was achieved through using electronic ordering, supplier selection and direct delivery of books to libraries.

We have worked hard to make York Libraries a high performing and efficient service. CIPFA's VFM Toolkit 2010 puts us in the cheapest 10% of library authorities and the highest performing 10%. Furthermore:

- We have received national recognition as an example of good practice for our vision and performance.
- We are bucking the national decline in library use – both visits and book issues
- Over half the population in York uses libraries – highest in the region
- We have relatively low staff costs having removed our back room functions
- We deliver about 4,000 volunteer hours a year – which puts us in the top 7 performing authorities
- We have fewer books than other authorities, but our books work harder
- York Library is the 26th highest issuing library in the country (151 authorities)

The Role of a modern library service

Public Libraries are a statutory service under the 1964 Museums and Libraries Act. A modern library service fulfils a range of roles both in its buildings and outside in the wider community:

Reading and Literacy: We promote the joy of reading as well as supporting adult and child literacy

Digital Inclusion: Around 30% of York residents are not using the internet. York is a UK Online Champion Centre committed to Race Online 2012. We get people online for free and provide them with free, supported access to the internet through PCs and increasingly through WiFi.

Learning and Skills: Learning is at the heart of the service. We support and provide learning in a wide variety of ways –family history, archive, study space, IAG, work clubs, learning rooms, access to the world’s knowledge and ideas.

Access to Information: The cornerstone of a public library service is free, neutral access to information for all. We work with both national and local government to provide access to services e.g. DoH, DWP, JCP

Community Anchors: Libraries are community anchors – safe, neutral spaces where people can come together in a range of activities or just to read, have a coffee.