

APPENDIX TWO – PROPOSED THREE YEAR ACTION PLAN – LIBRARIES STRATEGIC FRAMEWORK

ACTION PLAN		Impact on Customers				Impact on Improving Services			
Timescale	Actions	<i>Excluded</i>	<i>Young People</i>	<i>Readers</i>	<i>Learners</i>	<i>Quality</i>	<i>Access</i>	<i>Resources</i>	<i>Profile</i>
2003/2004	Restructure library service	X	X	X	X	X	X	X	X
	Open new library at Bromyard	X	X	X	X	X	X	X	X
	Develop and launch branding	X	X	X	X	X	X		X
	Consultation programme – <ul style="list-style-type: none"> • Draft Framework • Non-user postal survey • Mobile library users • New City Library / Edgar Street grid 	X	X	X	X	X	X		X
	Prepare draft Service Standards / Customer Promises	X	X	X	X	X	X	X	
	Review mobile library provision and commence procurement of new vehicles	X				X	X		X
	Prepare marketing strategy	X	X	X	X	X	X	X	X
	Further increase in opening hours linked to review of current service delivery points	X	X	X	X		X	X	X
	Increase spend on media	X	X			X	X	X	
	Improve transport / courier service	X	X	X	X	X	X		
2004/2005	Monitor and evaluate impact of 2003/4 developments – eg restructure, new Bromyard	X	X	X	X	X	X	X	X
	Launch modernised vehicle-delivered services – using new vehicles, delivery models and timetables	X	X	X	X	X	X	X	X
	Pilot new delivery methods in partnership	X	X	X	X	X	X	X	X
	Fully implement CSLI Staff Training and Development programme	X	X	X	X	X	X	X	
	Deploy branding across whole service and monitor impact	X	X	X	X	X	X		X
	Assess budget and service implications of performance against Public Library Standards								
	Launch new Service Standards	X	X	X	X	X			X
	Develop county-wide user forums	X	X	X	X	X			X

APPENDIX THREE - PROPOSED CONSULTATION PLAN

'Turning the Page – a Strategic Framework for public libraries in Herefordshire 2004 – 2010'

Timescale

Consultation period August to October; revised framework completed November; implemented once approved.

Methodology

Draft to Cabinet Member

Distribute consultation version of draft framework inviting comments – 12 / 16 page printed document.

Head of Customer Services and Libraries together with Libraries Operations Manager to brief key stakeholders

Libraries Operations Manager to attend stakeholder meetings / events where appropriate

Consultation document available on website and displayed in libraries

Consultees

Elected Members (Cabinet and Scrutiny)

Parish / Town Councils

Herefordshire Partnership

Directors, Heads of Service and appropriate service teams / officers

Library staff

Library users – groups and individuals

Existing partners

Schools

Colleges

Voluntary sector

Health providers

Regional agencies – eg Museums, Libraries and Archives – West Midlands; LSC

Development agencies – eg Sure Start; Rural Regeneration Zone

Umbrella organisations – eg Early Years Childcare and Development Partnership

Community groups – geographical and interest eg disability