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

ACTION PLAN		Impact on Customers				Impact on Improving Services			
Timescale	Actions	Excluded	Young People	Readers	Learners	Quality	Access	Resources	Profile
2003/2004	Restructure library service	X	X	X	Х	X	X	X	X
2000/2004	Open new library at Bromyard	X	X	X	X	X	X	X	X
	Develop and launch branding	X	X	X	X	X	X	X	X
	Consultation programme –	, ,		7.	,	- / (- / (
	Draft Framework								
	Non-user postal survey	Χ	Х	Х	X	Χ	Х		Х
	Mobile library users	,				, ,	7.		
	New City Library / Edgar Street grid								
	Prepare draft Service Standards / Customer								
	Promises	Х	X	X	Χ	Χ	X	X	
	Review mobile library provision and commence						.,		.,
	procurement of new vehicles	Х				X	X		Х
	Prepare marketing strategy	Х	Х	Х	Х	Х	Х	Х	Х
	Further increase in opening hours linked to								
	review of current service delivery points	Х	X	X	Х		X	X	X
	Increase spend on media	Х	Х			Χ	Χ	Х	
	Improve transport / courier service	Х	Х	Х	Х	Χ	Х		
	·								
2004/2005	Monitor and evaluate impact of 2003/4 developments – eg restructure, new Bromyard	Х	Х	Х	Х	Х	Х	Х	Х
	Launch modernised vehicle-delivered services – using new vehicles, delivery models and timetables	Х	Х	Х	Х	Х	Х	Х	Х
	Pilot new delivery methods in partnership	Х	Х	Х	Х	Χ	Χ	Х	Х
	Fully implement CSLI Staff Training and Development programme	Х	Х	Х	Х	Х	Х	Х	
	Deploy branding across whole service and monitor impact	X	Х	Х	X	Х	Х		Х
	Assess budget and service implications of performance against Public Library Standards								
	Launch new Service Standards	Х	X	X	Х	X			X
	Develop county-wide user forums	Х	X	Х	Х	Χ			Х

ACTION PLAN		Impact on Customers				Impact on Improving Services			
Timescale	Actions	Excluded	Young People	Readers	Learners	Quality	Access	Resources	Profile
2004/2005 cont.	 Consultation programme – Opening hour patterns New Bromyard users Books, media and magazines provision Lapsed users 	Х	х	x	Х	X	x		X
	Set-up new team to focus on excluded groups and individuals (eg housebound, homes, hospitals)	Х		Х		Х	Х		X
	Improved web services	Х	Х	Х	Х	Х	Х	Х	Х
	Use consultation results to inform service planning, stock management, marketing strategy	Х	Х	Х	X	Х	Х	X	Х
	Potential new developments – Kington, Ross, City Library	Х	Х	Х	Х	Х	Х	Х	Х
	Develop and implement new stock policy and standards	X	Х	X	X	X	Х	X	Х
	Continued integration of Library and INFO staffing and services	Х	Х	Х	Х	Х	Х	X	Х
2005/2006	Monitor and evaluate impact of 2004/5 developments – eg vehicle-delivered services, Service Standards, branding, new delivery methods	х	Х	Х	х	Х	Х	х	х
	Use consultation results to inform opening hour patterns, service planning, stock management, marketing strategy, staffing	Х	Х	Х	Х	Х	Х	X	X
	Consultation programme –New service usersPartners	Х	х	Х	X	Х	Х		X
	Potential new developments – Ledbury	X	Χ	Х	X	Χ	Х	Х	Х
	Evaluate and mainstream pilot services where appropriate	Х	Х	Х	Х	Х	Х	Х	Х

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