

Leicester
City Council

WARDS AFFECTED: ALL WARDS

**EDUCATION AND LIFELONG LEARNING SCRUTINY
COMMITTEE
CABINET**

1 November 2001

14 January 2002

**LIBRARIES REVIEW 2000 ACHIEVING INCLUSION
SIX MONTH REPORT APRIL – SEPTEMBER 2001**

Report of the Director of Arts and Leisure

1 Purpose of Report

This report seeks Members approval of the progress report on the implementation of the recommendations of the Libraries Review 2000 report "Achieving Inclusion".

2 Summary

2.1 During 2000, Leicester City Libraries undertook a major review of library services, which fundamentally challenged the way in which library services were delivered in the City. The focus for the Review was to improve library services so as to increase library use and meet the needs of the people of Leicester City within the challenging agenda set for public libraries by central Government.

2.2 The Libraries Review 2000 resulted in a report "Achieving Inclusion" which contained 100 recommendations for improving services. The report received full member support in January 2001 and implementation of the recommendations began with a staffing restructure, January – April 2001 and operational implementation from April 2001.

2.3 Libraries have also been subject to a full service Best Value review during 2001. The service was divided into Service Areas:

- Service area 1 the public library network
- Service area 2 Library Services to Education
- Service area 3 The Record Office
- Service area 4 Services to prisons
- Service area 5 LAILLAR

Following the Fundamental Challenge of the Best Value process, Members agreed that Service Area 1, had been reviewed along Best Value principles during the Libraries Review 2000 and therefore that the public library network should follow the Performance Management route of Best Value. The 100 recommendations within the Review Report, "Achieving Inclusion", have now

been transferred to a 3 year Service Improvement Plan which forms the basis of the six monthly progress reports to Members.

- 2.4 Members have requested six monthly reports on the progress of the Libraries Review and this first report outlines work completed up until end September 2001. Additional reports will follow every six months.

3 Recommendations

Cabinet:

- a) Approve the six monthly report noting progress to date. A summary is attached to this report
- b) Delegate to the Director of Arts and Leisure, to approve any amendments to the report

Education and Lifelong Learning Scrutiny Committee:

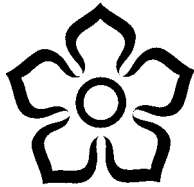
The Lead Cabinet Member for Education and Lifelong Learning seeks the views of the Scrutiny Committee on the six-month progress report of Libraries Service Improvement Plan.

4 Financial & Legal Implications

The Service Improvement Plan covering 3 years 2001-2004 has been developed within the existing budget framework. Some aspects of the Plan are delivered through external funding. Some of this funding is assured such as Wolfson Trust and New Opportunities Funding. Others, such as the replacement of the Talis issue system, are dependent on corporate funding and a bid has been made to the Council Capital Programme (£73,000). The balance will be sought from leasing (£212,000 approx.), and payback (£100,000 approx.), funds which will have increased revenue funding implications for Libraries.

5 Report Author

Patricia Flynn, Head of Libraries and Information Services
Ext 7348



Leicester
City Council

WARDS AFFECTED: ALL WARDS

**EDUCATION AND LIFELONG LEARNING SCRUTINY
COMMITTEE
CABINET**

1 November 2001

14 January 2002

**LIBRARIES REVIEW 2000 ACHIEVING INCLUSION
SIX MONTH REPORT APRIL – SEPTEMBER 2001**

Report of the Director of Arts and Leisure

1. Report

1.1 The 100 recommendations made in the Libraries Review 2000 report “Achieving Inclusion” have been transferred to a Service Improvement Plan. The format for the Plan follows valuable advice and guidance from year 1 Best Value Inspections and contains SMART (specific, measurable, achievable and realistic) targets, and measures progress to the end of September 2001.

1.2 A full report detailing all progress is attached but significant improvements to date following the Review are summarised below.

1.2.1 Access: to improve access to all libraries within the network for all citizens of Leicester City

- A new staffing structure to focus on local delivery of services and to increase level of professional input into front line services.
- Saturday afternoon opening at an additional 16 community libraries to ensure every City library is open all day on Saturday (apart from Age Concern library).
- Improved marketing of existing and new services
- Substantial progress towards new builds for libraries in Braunstone and Hamilton plus refurbishment by the end of the year at Stocking Farm and St Matthews libraries
- Every City library has been audited to find out the level of compliance with the DDA. Improvements undertaken at Central Lending include automatic opening doors, improved signage, and a new counter with improved facilities for people with disabilities.

1.2.2 Stock: to improve the range and choice of stock at all libraries in the network

- Termination of the joint arrangement for provision of bibliographical services with Leicestershire County Council and establishment of a City Library Reader Development Services Unit.
- Core stock and dedicated bookfund for each library in order to improve the range and choice of stock at community libraries

- Introduction of a weekly set of Top Ten Bestsellers – fiction and non fiction at every library in the network
- Reduced reservation charges from 80p to 25p for City residents
- One week loan period for books in demand such as bestsellers and core study texts to ensure more equitable access to popular books
- Increase in bookfund allocated for titles in Indic languages and English which reflect the diversity of Leicester's communities

1.2.3 **ICT: to improve public access to ICT at all libraries within the network**

- Progress on the implementation of the infrastructure and training of staff in preparation for the launch of the People's Network in June-December 2002. In addition Libraries have attracted additional funding from the Bill Gates Foundation to install more public access PCs at New Parks, Braunstone Avenue and St Matthews libraries.
- Progress on the replacement library management system, which will provide access to the library catalogue, and computerised issue system at every library site by 2001. This is essential to ensure Libraries meet Public Library Standards 5 and 9.
- Regular ICT user education sessions to introduce ICT to the public are held at libraries
- Successful bid in partnership with higher and further education providers and the Centre for Integrated Living to establish UK Online Learning Centres at the Reference Library and the Centre for Integrated Living. These Centres will provide adaptive hardware and software to improve access to ICT for people with disabilities

1.2.4 **Support for children's learning**

- Increase in the provision of Out of School Hours Learning Opportunities at community libraries
- Introduction of an under fives strategy which includes regular storytelling sessions at every library, a dedicated Bookbus for under fives, parents and carers, and improved services for childminders
- Enhanced partnership work with Education including regular class visits to libraries and at least termly contact between community librarians and every school in their community area, two innovative Excellence in Cities projects and work towards a citywide reading promotion "Everybody's Reading" planned for June 2002
- Refocusing of Bookbus 1 to work in areas where children cannot easily access static library provision and library membership is very low
- Provision of additional study support stock at Central Ref & Information library
- Increased size of children's library and increased resources in the Central Lending Library
- Successful Summer reading scheme

1.2.5 **Services to older and vulnerable people**

- Establishment of a Home Library Service which delivers library resources to those unable to access static library provision

1.2.6 **Managing diversity and delivering equality**

- Implementation of a new staffing structure for Libraries which ensures effective delivery of services to all communities in the City
- Citywide Black History month promotion at every City Library
- Successful bid in partnership with three London boroughs to improve stock and marketing of literature in Indic languages and English. Staff reader development training is also included
- Establishment of library provision at the International Hotel for asylum seekers, funded by the Home Office
- Provision of Asian language health videos at five libraries
- Reorganisation of the layout of Central lending library to provide equitable access to Indic language and Black studies material

1.2.7 **To improve access to lifelong learning opportunities**

- External funding for a cross sectoral project (Arts, Libraries and Museums), to promote reading
- Relocation of Goldsmith Music and Drama collection to Central Lending Library to improve access and encourage use of the collection
- Provision of a regular programme of literature based displays, workshops and author events, which promote diversity and cultural awareness. Examples in the first six months include: writing by asylum seekers and refugees to celebrate National Refugee Week, Orange prize for writing by women.

2. **Recommendations**

Cabinet:

- a) Approve the six monthly report noting progress to date. A summary is attached to this report
- b) Delegate to the Director of Arts and Leisure, to approve any amendments to the report

Education and Lifelong Learning Scrutiny Committee:

The Lead Cabinet Member for Education and Lifelong Learning seeks the views of the Scrutiny Committee on the six-month progress report of Libraries Service Improvement Plan.

FINANCIAL, LEGAL AND OTHER IMPLICATIONS

3. **Financial Implications**

The Service Improvement Plan covering 3 years 2001-2004 has been developed within the existing budget framework. Some aspects of the Plan are delivered through external funding. Some of this funding is assured such as Wolfson Trust and New Opportunities Funding. Others, such as the replacement of the Talis issue system, are dependent on corporate funding and a bid has been made to the Council Capital Programme (£73,000). The balance will be sought from leasing (£212,000 approx.), and payback (£100,000 approx.), funds which will have increased revenue funding implications for Libraries.

4 Legal Implications

None for the purposes of this report.

5 Other Implications

OTHER IMPLICATIONS	YES/NO	PARAGRAPH REFERENCES WITHIN SUPPORTING PAPERS
Equal Opportunities	YES	1.2.1, 1.2.2, 1.2.4, 1.2.5, 1.2.6 and 1.2.7
Policy	NO	
Sustainable and Environmental	NO	
Crime and Disorder	NO	
Human Rights Act	NO	
Elderly/people on Low Income	YES	1.2.5

6 Background Papers – Local Government Act 1972

Achieving Inclusion: Libraries Review 2000 report

DCMS Libraries for all:social inclusion and public libraries

DCMS Comprehensive and efficient :Public Library Standards

7 Consultations

Non- user survey 1999

PLUS user survey 1999

Public consultation for Libraries Review September 2000

ACHIEVING INCLUSION

Six month progress report April – Sept 2001

Achieving Inclusion made 100 recommendations to inform a 3-year strategy which has subsequently been incorporated into a Best Value Service Improvement Plan. This report has extracted those recommendations, which have been completed or are currently being implemented. A copy of the recommendations and the Service Improvement Plan is available in the Members Area.

1. Access: to improve access to all libraries within the network by all citizens of Leicester

Task and completion date (numbering as per Service Improvement Plan)	Justification to include linkage to Community Plan, Achieving Inclusion, ALP, Library Standards, key corporate strategies	Dependencies and resources.	Targets and performance indicators	Progress to date(end Sept 2001) Local PIs
1.1 To extend opening hrs: Saturday afternoon 1-4 at all sites Completed end June 2001	Community Plan: Education, Regeneration Achieving Inclusion Rec. 6 ALP Task 1	Yr 1 Additional £14,667 staffing budget. Yr 2 £15,553 Yr 3 £16,481 Redirection of savings from the termination of the joint arrangement for Bib services	<p>Target: to increase the number of library users from 22% (66,440) to 30%(90,600) within 3 yrs. Yr 1 5,000 Yr 2 9,500 Yr 3 9,500</p> <p>Target: To increase no of visitors to libraries from 1,798,680 to 2,125,000 in 3 yrs Yr 1 2,123,570 Yr 3 2,125,000</p> <p>Target : No of visitors to libraries on Sat pm 80,580 pr yr</p> <p>Target: increase book issues 1% per yr from 1,183,283 to 1,587,037 2001-02, 1,602,907 2002-03, 1,618,936 2003-04</p>	<p>No of new members 6932 =139% of target</p> <p>262,685 visitors = 12% of target</p> <p>17,399 visitors = 22% of target</p> <p>No of book issues 641,906 = 40% of target</p>

Impact on Library Users and Non-users

Public consultation for the Review, the user survey and non-user survey (1999) all found opening hours to be a major access issue. Improved opening hours at sixteen community libraries has extended access at a time cited as convenient by respondents in the consultation and surveys.

<p>1.2 Improved marketing of existing services and new services:</p> <p>New services:</p> <ul style="list-style-type: none"> ▪ Reduced reservation charges completed 04-01 ▪ Top Ten bestsellers completed 04-01 ▪ Sat pm opening completed 06-01 ▪ Services to childminders completed 07-01 ▪ Under fives Bookbus completed 06-01 ▪ New Bookbus routes completed 06-01 ▪ Governors resources completed 04-01 ▪ Home Library service completed 05-01 ▪ Kits for Kids/easy readers completed 04 -01 ▪ Books for Babies Jan 2002 ▪ Asylum seekers Lit prom completed 08-01 	<p>Community Plan: Education, Regeneration Achieving Inc rec 4</p>	<p>£7,000</p>	<p>Target: to increase the number of library users from 22%(66,440) to 30%(90,600) within 3 yrs. Yr 1 5,000 Yr 2 9,500 Yr 3 9,500</p> <p>Target: increase book issues 1% per yr from 1,183,283 to 1,587,037 2001-02 1,602,907 02-03 1,618,936 03-04</p>	<p>No of new members 6932 =139% of target</p> <p>No of book issues 641,906 = 40% of target</p>
---	--	---------------	--	--

<ul style="list-style-type: none"> ▪ Book of the year completed 08-01 				
<p>Existing services:</p> <ul style="list-style-type: none"> ▪ Welcome leaflet completed 07-01 ▪ Summer scheme completed 07-01 ▪ Welcome pack Dec 2001 ▪ Charges sheet completed 03-01 ▪ Into IT completed 08-01 ▪ Black History season completed 09-01 ▪ Family Learning weekend completed 09-01 <p>Diwali completed 10-01</p>				
<p>Impact on Library Users and Non-users A city-wide promotional post consultation and post Review campaign is underway to demonstrate how the library service has changed in response to public comment.</p>				

1.3 To consider alternative buildings or improvements where there are identified shortcomings	Community Plan: Education, Regeneration Achieving Inclusion rec 12			
1.3.1 Braunstone Avenue Dec 2002	As above	£2.4 million New Deal for Community funding capital costs. Revenue funding from Libraries and Education & Lifelong Learning	Target: to increase the number of library users from 22% (66,440) to 30% (90,600) within 3 yrs. Yr 1 5,000 Yr 2 9,500 Yr 3 9,500	Project Management Group established. Initial design for consultation December 2001.
1.3.2 Stocking Farm refurbishment	Community Plan: Education, Regeneration		Target: to increase the number of library users from 22% (66,440) to 30% (90,600) within 3 yrs. Yr 1 5,000 Yr 2 9,500 Yr 3 9,500	Completion date 2001.
1.3.2 Relocation of St Matthews	Community Plan, Education, Regeneration, Diversity	External funding £50,000 SRB4 funding £50,000	Target: to increase the number of library users from 22% (66,440) to 30% (90,600) within 3 yrs. Yr. 1 5,000 Yr. 2 9,500 Yr. 3 9,500	Planning proposal submitted, tenders for building work received. Estimated completion date January 2002

Impact on Library Users and Non-users

The Review recommended new or alternative buildings where there were clearly identifiable shortcomings. The immediate priorities for Libraries are outlined above and progress on action is reported, but the Annual Library Plan (3.2) has identified other buildings where capital improvements are necessary to improve access to library resources for customers.

1.4 To ensure that the Library service complies with legal responsibility according to the DDA	Community Plan : Education, Regeneration, Diversity Achieving Inclusion Rec 9 ALP	Within existing library budget and Corporate funds	Target: no of libraries audited to DDA requirements	100%
--	---	--	--	------

Impact on Library Users and Non-users

The requirements of the DDA have been analysed and action required to address them is listed in the Annual Library Plan at 3.1 and 3.3. These will provide better access to library resources for customers with disabilities

2. Stock: to improve the range and choice of stock at all libraries in the network

Task and completion date	Justification to include linkage to Community Plan, Achieving Inclusion, ALP, Library Standards, key corporate strategies	Dependencies and resources.	Targets and performance indicators	Progress to date (end Sept 2001) Local PIs
2.1 To introduce a Reader Development Services Unit Completed April 2001	Community Plan: Diversity Achieving Inclusion Rec 17 ALP task 12	£130,000 redirection of budget from termination of joint arrangement	Target: PLS 9 by 2002 To increase % of requests met within 7 days from 46% to 50% by 2002 To increase % of requests met within 15 days from 71% to 75% by 2002 To increase % of requests met within 30 days from 84% to 85%	Reservation speed of supply survey currently being undertaken
<p>Impact on Library Users and Non-users The Review recommended the ending of the joint arrangement with the county for bibliographic services as it has caused delays in stock availability particularly with Indic language stock. The provision of the service within the city libraries has meant that the Unit is now customer focused and surveys are currently underway to ensure speed of supply of reservations and provision of new stock is greatly improved. This will be reported in the next six monthly report.</p>				

<p>2.2 To implement stock strategies including stock levels and buying plans for all sites Buying plans completed Sept 2001</p>	<p>Community Plan: Education, Regeneration, Diversity Achieving Inclusion Rec 18 ALP task 11</p>	<p>No direct budget implications</p>	<p>Target: increase book issues 1% per yr from 1,183,283 to 1,587,037 2001-02 1,602,907 02-03 1,618,936 03-04</p> <p>BVPI 118 % of library users who found the book/info they wanted to increase from 65.5% to 68% in 2002 (comparator unitary average 66%)</p>	<p>No of book issues 641,906 = 40% of target</p> <p>65.5% 1999/2000 PLUS survey</p>
<p>Impact on Library Users and Non-users The Audit Commission recommended an overall strategy to bring together the separate elements of stock management. This is now in place and there are clear links between the management of stock and the strategic priorities of the service resulting in enhanced stocks both in number and choice of stock for users, particularly at smaller libraries.</p>				
<p>2.3 To ensure dedicated core stock for each library and identified bookfund allocation for each library Completed April 2001</p>	<p>Community Plan: Education, Regeneration, Diversity Achieving Inclusion Rec 21</p>	<p>No direct budget implications</p>	<p>Target: increase book issues 1% per yr from 1,183,283 to 1,587,037 2001-02 1,602,907 02-03 1,618,936 03-04</p> <p>BVPI 118 % of library users who found the book/info they wanted to increase from 65.5% to 68% in 2002 (comparator unitary average 66%)</p>	<p>No of book issues 641,906 = 40% of target</p> <p>65.5% 1999/2000 PLUS PLUS survey to be carried out Nov 2001</p>
<p>Impact on Library Users and Non-users Enhanced stock both in number and choice of stock for users, particularly at smaller libraries. See also 2.5</p>				

<p>2.4 To introduce one week loan period for books in demand Completed April 2001</p>	<p>Community Plan: Education, Regeneration Achieving Inclusion Rec 22</p>	<p>No direct budget implications</p>	<p>BVPI 118 % of library users who found the book/info they wanted to increase from 65.5% to 68% in 2002 (comparator unitary average 66%)</p>	<p>65.5% 1999/2000 PLUS PLUS survey to be carried out Nov 2001</p>
--	---	--------------------------------------	---	--

Impact on Library Users and Non-users
Consultation for the Review revealed frustration from users particularly at smaller libraries where there could be long waits for newly published material or books in high demand such as study texts. Although multiple copies may have been bought, the same person often borrowed them for long periods and other users were forced to reserve the item. The introduction of a one-week loan period for books in demand has meant a more equitable system for all users.

<p>2.5 To introduce Top Ten bestsellers at every library site Completed April 2001</p>	<p>Community Plan: Education, Regeneration Achieving Inclusion Rec 22</p>	<p>No direct budget implications</p>	<p>Target: increase book issues 1% per yr from 1,183,283 to 1,587,037 2001-02 1,602,907 02-03 1,618,936 03-04 BVPI 118 % of library users who found the book/info they wanted to increase from 65.5% to 68% in 2002 (comparator unitary average 66%)</p>	<p>No of book issues 641,906 = 40% of target 65.5% 1999/2000 PLUS PLUS survey to be carried out Nov 2001</p>
---	---	--------------------------------------	--	---

Impact on Library Users and Non-users
Every City Library now has copies of the Top Ten bestsellers which is updated weekly therefore improving access to newly published and popular material for all library users. This has particularly benefited readers at community libraries, who were previously disadvantaged by stock selection and distribution policies and procedures.

<p>2.6 To reduce reservation charges for City residents Completed April 2001</p>	<p>Community Plan: Education, Regeneration, Diversity Achieving Inclusion Rec 25</p>		<p>Target: increase book issues 1% per yr from 1,183,283 to 1,587,037 2001-02 1,602,907 02-03 1,618,936 03-04</p>	<p>No of book issues 641,906 = 40% of target</p>
---	--	--	--	--

Impact on Library Users and Non-users
The reduction in charges represents equality in access to the stock of all City libraries which particularly benefits the uses of smaller community libraries that do not have direct access to the larger stocks at bigger libraries.

<p>2.7 To provide an increased level of stock in English and Indic languages which reflect the diversity of Leicester's communities</p>	<p>Community Plan: Education, Regeneration, Diversity Achieving Inclusion Rec 19</p>	<p>Re-allocation of bookfund, increase</p>	<p>Target: increase book issues 1% per yr from 1,183,283 to 1,587,037 2001-02 1,602,907 02-03 1,618,936 03-04</p> <p>BVPI 118 % of library users who found the book/info they wanted to increase from 65.5% to 68% in 2002 (comparator unitary average 66%)</p>	<p>No of book issues 641,906 = 40% of target</p> <p>65.5% 1999/2000 PLUS PLUS survey to be carried out Nov 2001</p>
---	--	--	--	---

Impact on Library Users and Non-users

Indic language stock was shown to be the subject of concern during the Review, particularly the quality, range and availability. The establishment of the Reader Development Unit (see 2.1) has enhanced stock availability. Increase in bookfund allocation into this area of stock has enabled more books to be bought.

3. ICT: to improve access to ICT at all libraries within the network

Task and completion date	Justification to include linkage to Community Plan, Achieving Inclusion, ALP, Library Standards, key corporate strategies	Dependencies and resources.	Targets and performance indicators	Progress to date (end Sept 2001) Local PIs
3.1 To implement the infrastructure for the People's Network. Dec 2002 Partially completed	Community Plan: Education, regeneration, diversity Achieving Inclusion recs 26, 27, 29, 30, 31,32	£580,000 NOF funding	Target: Number of public access terminals available To increase from 94 in 2001-02 to 186 in 2002-03	84 public access terminals currently available
<p>Impact on Library Users and Non-users The People's Network will provide public access to ICT including free Internet access, Office facilities and a range of information sources at every community library to support lifelong learning, raising educational attainment, modernising government and combating social exclusion. The rise in use of existing ICT facilities in Leicester City Libraries has been phenomenal since their introduction in 1998 and the People's Network will ensure all citizens have access.</p>				
3.2 To train staff to deliver the People's Network .March 2003 Partially completed	Community Plan: Education, regeneration, diversity	£79,665 over 3 yrs NOF funding £60,820 LCLIS match funding	Target: No of staff trained to ECDL: 2000- 01 26 2001-02 80 2002-03 50 2003-04 17	39 staff trained
<p>Impact on Library Users and Non-users All Libraries staff will be trained to help users in the use of ICT. Assistance and persuasion to try ICT is often necessary for reluctant or users lacking in confidence. .See also (3.5)</p>				

<p>3.3 To provide online public access to the library catalogue and computerised issue system at every library site. Dec 2002 Partially completed</p>	<p>Community Plan: Education, regeneration, diversity Achieving Inclusion rec 29</p>		<p>Target: Number of libraries offering public access to the library catalogue and computerised issue systems. To increase from 12 to 21 by 2002</p>	<p>12 libraries currently offer public access to the library catalogue</p>
<p>Impact on Library Users and Non-users The Public Library Standards require all libraries open more than 10 hrs per week to have access to an online catalogue by 2004. Leicester City libraries have to replace the outdated issue system currently use and will use the infrastructure of the People's Network to extend the system to all libraries in the network to provide equitable access to information and the library catalogue for all library users. The system will also produce better performance management information.</p>				
<p>3.4 To establish public access PCs at 3 libraries from the Bill and Melissa Gates fund . Dec 2001 Partially completed</p>	<p>Community Plan: Education, regeneration, diversity</p>	<p>£32,620 funding from Bill and Melinda Gates foundation</p>	<p>Target: Number of public access terminals available To increase from 94 in 2001-02 to 186 in 2002-03</p>	<p>84 public access terminals currently available</p>
<p>Impact on Library Users and Non-users See 3.1</p>				
<p>3.5 To provide user education sessions at each library with access to the ICT network Ongoing</p>	<p>Community Plan: Education, regeneration, diversity</p>	<p>Within existing budget</p>	<p>Target: Number of user education sessions in libraries At least 1 per month per site 252 per year</p>	<p>156 62% of target met</p>
<p>Impact on Library Users and Non-users ICT user education sessions are held regularly to encourage customers to try the new technologies. The sessions are often run in partnership with adult education providers.</p>				

3.6 To establish a UK Online Learning Centre Spring 2002 Partially completed	Community Plan: Education, regeneration, diversity	£283,432 external funding	Target: 842 residents of Castle ward using the Learning Centre by 2003 rising to 1263 by 2004	Target not yet reported. UK Online centre due to open Spring 2002
Impact on Library Users and Non-users There will be two City centre UK Online Learning Centres, one at the Reference library and one at the Centre for Integrated Living. Both will offer adaptive hardware and software so that people with disabilities may access ICT.				
3.7 To develop ICT learning partnerships with other providers: Adult Education College Carers organisations Ongoing	Community Plan: Education, regeneration, diversity	No direct cost- partnership working	Target: Number of user education sessions in libraries At least 1 per month per site 252 per year	276 110% of target met
Impact on Library Users and Non-users See 3.5				
3.8 To review the management of ICT services within Libraries to ensure Best Value for a public access network. Dec 2001 Ongoing	Best Value report Fundamental Challenge May 2001	No direct cost	No target set	
Impact on Library Users and Non-users Libraries will need to explore the best management of ICT services to ensure out of office hours support for the public access ICT network so that users do not experience break in service.				

4. Support for children's learning: to support the raising of educational attainment for children and young people in Leicester

Task and completion date	Justification to include linkage to Community Plan, Achieving Inclusion, ALP, Library Standards, key corporate strategies	Dependencies and resources.	Targets and performance indicators	Progress to date (end Sept 2001) Local PIs
4.1 To provide out of school learning opportunities at 16 libraries	Community Plan: Education, Regeneration, Diversity Achieving Inclusion rec 6, 7 ALP task 20	NOF Out of School hours fund £98,000 staffing over 3 years LCLIS staffing budget £25,000	Target: No of Out of School learning sessions in libraries. To increase from 550 2000-01 to 1156 in 2001-02	Libraries now hold 32 weekly out of school learning sessions
<p>Impact on Library Users and Non-users Libraries work closely with Education to target disadvantaged and disaffected children to work towards individual raised educational attainment. Homework clubs have been operating in libraries since 1999 and the number of sessions has risen from an initial 5 per week to 32. Parents and carers are encouraged by library staff to stay and work with their children.</p>				
4.2 Under fives strategy to encourage reading and use of libraries by under fives, parents and carers:				
4.2.1 Books for Babies Planning completed for implementation in January 2002.	Community Plan: Education, Regeneration, Diversity Achieving Inclusion rec 39 ALP task 23	£7,000 yr 1	Target: No of babies receiving Books for babies packs	Target not yet reported Scheme to begin Jan 2002
4.2.2 Under fives storytelling sessions at every library Ongoing	Community Plan: Education, Regeneration, Diversity Achieving Inclusion rec 40	Within existing budget	Target: No of under fives sessions in libraries 456 2001-02 No of under fives attending storytelling sessions in libraries 6840 2001-02	35 = 8% 263 = 4%
4.2.4 Provision of an under fives Bookbus	Community Plan: Education, Regeneration, Diversity	Redirection of existing budget	Target: No of under fives using Bookbus	1033 = 103%

Completed	Achieving Inclusion rec 43		1 1,000 2001-02 1,100 2002-03 1,210 2003-04	
Impact on Library Users and Non-users Increased work with babies and young children to improve early year's literacy and promotion of the pleasure of reading. Parents and carers are encouraged to join and use libraries regularly.				
4.3 Re-routing of Bookbus 2 Completed	Community Plan: Education, Regeneration, Diversity Achieving Inclusion rec 49	Redirection of existing budget	Target: No of Bookbus 2 new members 360 2001-02	New routes began Sept 2001 Target not yet reported
Impact on Library Users and Non-users Bookbus 2 now targets children in most need, namely those who live in regeneration areas and do not live within easy access of static library provision.				
4.4 To work in partnership with schools and Education:				
4.5 Regular class visits to libraries Ongoing	Community Regeneration, Diversity Plan: Education,	Redirection of existing budget	174 per yr City primary schools	27 = 16%
Impact on Library Users and Non-users Prior to the Review, only a small number of libraries held regular class visits to libraries but the public consultation for the Review demonstrated a high level of support for the importance of libraries working with schools to reach children and there was particular support for regular class visits. Progress towards target to increase in autumn with expansion of Community Librarian work with schools.				
4.6 Regular visits to schools by community librarians Ongoing	Community Plan: Education ALP task 25	Redirection of existing budget	174 per yr City primary schools	84 = 48%

Impact on Library Users and Non-users See 4.5				
4.7 Excellence in Cities project: Leicester's best children's book. Consultation and marketing of the children's library at Central Ongoing	Community Plan: Education ALP task 24	Partnership working with Education	No specific targets set	
Impact on Library Users and Non-users Citywide promotion of a Booker type children's book award which will raise awareness of current children's fiction amongst children, teachers and parents and carers. Involvement of gifted and talented children from City schools in developing the children's library at Central Lending library will support the work being carried out to increase use of the library by young people.				
4.8 To implement a programme of Family Learning activities at each library site	Community Plan: Education, regeneration ALP task 23	Within existing budget	Target: 42 sessions per yr	Marketing material produced Family Learning weekend 23 activities. Every City library took part
Impact on Library Users and Non-users Encouragement to parents, carers and children to learn together.				
4.9 Provision of additional resources at Central library to support GCSE and A level curriculum	Community Plan: Education, Regeneration, Diversity Achieving Inclusion Rec 83	£10,000 bookfund to support the collection	Target increase book issues 1% per yr from 1,183,283 to 1,587,037 2001-02 1,602,907 02-03 1,618,936 03-04	No of book issues 641,906 = 40% of target
Impact on Library Users and Non-users Increased support for raising educational attainment				
4.10 Increase the size of the children's library at Central to accommodate a better range of	Community Plan: Education Achieving Inclusion Rec 79	No direct budget implications	Target increase book issues 1% per yr from 1,183,283 to 1,587,037	No of book issues 641,906 = 40% of target

stock			2001-02 1,602,907 02-03 1,618,936 03-04	
Impact on Library Users and Non-users See 4.8 and 4.9				

5. Services to older people: to improve access to library services for elderly and vulnerable people

Task and completion date	Justification to include linkage to Community Plan, Achieving Inclusion, ALP, Library Standards, key corporate strategies	Dependencies and resources.	Targets and performance indicators	Progress to date Local PIs
5.1 To replace the WRVS housebound readers service with an in-house Home Library Service Changes to staffing and service now completed.	Community Plan: Education, regeneration, diversity Achieving Inclusion Rec 62-65 ALP task 26	Within existing budget Redirection of previous costs of WRVS service	Target: 300 readers using the Home Library Service by March 2002.	281 current users
<p>Impact on Library Users and Non-users Potential for many more readers to use the service. A new Home Library Service Co-ordinator has been appointed to promote and develop the service.</p>				
5.2 To develop the library minibus for elderly, frail and vulnerable people who find it difficult to access libraries independently	Community Plan: Education, regeneration, diversity Achieving Inclusion Rec 57-59 ALP task 29	Within existing budget	Target: Target not yet reported	
<p>Impact on Library Users and Non-users A new Home Library Service Co-ordinator has been appointed to promote and develop the service.</p>				
5.3 To develop a volunteer base to deliver the Home Library Service	Community Plan: Education, regeneration, diversity Achieving Inclusion Rec 64 ALP task 27	Within existing budget	Target: 60 volunteers recruited yr 1	3 volunteers recruited
<p>Impact on Library Users and Non-users See 5.1 Recruitment of volunteers has only just started. This will increase throughout 2001/2 and 2002/3/</p>				

6 Managing diversity and delivering equality

Task and completion date	Justification to include linkage to Community Plan, Achieving Inclusion, ALP, Library Standards, key corporate strategies	Dependencies and resources.	Targets and performance indicators	Progress to date Local PIs
6.1 To implement a new staffing structure for Libraries to ensure effective delivery of service priorities and to address institutional racism. Completed	Community Plan: Diversity Achieving Inclusion Rec 98 ALP task 35	Within existing staffing budget	No specific target set	
Impact on Library Users and Non-users To provide a more representative workforce at all levels which reflects the ethnicity of library users and non users				
6.2 Revision of ethnicity monitoring systems to meet CRE Standards Completed	Community Plan: Diversity	None	No specific target set	
Impact on Library Users and Non-users To ensure services for minority ethnic communities effectively meets needs.				
6.3 Black history promotion Ongoing	Community Plan: Diversity, regeneration, education Achieving Inclusion Rec 77 ALP Task 31	£3,000	Target: No of displays in libraries –21 Nos. attending events	
Impact on Library Users and Non-users Increased awareness and understanding of the breadth of literature available.				
6.4 Indic Link. Literature	Community Plan: Diversity,	External funding £20,000	Target: will be set as the project	

promotion of Asian writing in English and Indic languages Ongoing	Education Achieving Inclusion Rec 85 ALP task 32		develops	
Impact on Library Users and Non-users Improved marketing in Indic languages of Indic writing. Reader development training for library staff to assist library users in choosing fiction. Increased range of books in Indic languages and in English				
6.5 Cultural Diversity training	Community Plan: Diversity ALP Task 33	Corporate funding	Target: All library staff by 2003	
Impact on Library Users and Non-users All libraries staff to undergo training as part of the corporate response to the McPherson report. Improved awareness of cultural diversity and better response to customer needs.				
6.6 International Hotel. To establish library provision for asylum seekers at the International Hotel and extend provision Citywide	Community Plan: Diversity, Education Achieving Inclusion Rec 97 ALP task 34	External funding Home Office £12,000	Target: will be set as the project develops	
Impact on Library Users and Non-users Small collection of library resources established at the Hotel with encouragement to use larger collections at static libraries. This pilot collection has been chosen in consultation with residents and will form the informed basis for future library provision at other sites.				
6.7 Provision of Asian language health videos at five libraries	Community Plan: Diversity, Regeneration, Education Achieving Inclusion Rec 98 ALP task 36	External funding from the Health Authority	Target: No of videos borrowed – 29,514	49% of target met
Impact on Library Users and Non-users Provision of health related videos targeted at Asian communities				

<p>6.8 Reorganisation of Central Lending library to encourage increased use by children, parents and carers and ethnic minority communities</p>	<p>Community Plan: Diversity, Regeneration, Education Achieving Inclusion Rec 85-86</p>	<p>Within existing budget</p>	<p>Target: increase book issues 1% per yr. from 1,183,283 to 1,587,037 2001-02 1,602,907 02-03 1,618,936 03-04</p> <p>to increase the number of library users from 22% (66,440) to 30%(90,600) within 3 yrs. Yr. 1 5,000 Yr. 2 9,500 Yr. 3 9,500</p>	<p>No of book issues 641,906 = 40% of target</p> <p>No of new members 6932 =139% of target</p>
---	---	-------------------------------	--	--

Impact on Library Users and Non-users
The reorganisation of the Central Lending library is part of a 3-year strategy to ensure that all city libraries are helping to support raising educational attainment and that all services reflect the diversity of the city's communities.

7 Support for Lifelong learning: to improve access to lifelong learning opportunities delivered through the community library network, to all citizens of Leicester (see also Section 3)

Task and completion date	Justification to include linkage to Community Plan, Achieving Inclusion, ALP, Library Standards, key corporate strategies	Dependencies and resources.	Targets and performance indicators	Progress to date Local PIs
7.1 Books Connect Started 2001	Community Plan: Diversity, Regeneration, Education ALP task 39	£2000 external funding	Will be set as the project develops	
<p>Impact on Library Users and Non-users Cross sectoral working with Museums and Arts to encourage new audiences to read for pleasure</p>				
7.2 Relocation of Goldsmith music and drama library to Central Lending library to improve access and encourage use of the collection	Community Plan: Diversity, Regeneration, Education Achieving Inclusion Task 67	Budget saving £170,000 2001-03	<p>Target: increase book issues 1% per yr. from 1,183,283 to 1,587,037 2001-02 1,602,907 02-03 1,618,936 03-04</p> <p>to increase the number of library users from 22% (66,440) to 30%(90,600) within 3 yrs. Yr. 1 5,000 Yr. 2 9,500 Yr. 3 9,500</p>	<p>No of book issues 641,906 = 40% of target</p> <p>No of new members 6932 =139% of target</p>
<p>Impact on Library Users and Non-users Better access to the Goldsmith collection for all library users</p>				
7.3 Implement a literature development programme of events and displays Continuing	Community Plan: Diversity, Regeneration, Education Achieving Inclusion Task 77	£10,000	Literature based indicators are currently being developed	

Impact on Library Users and Non-users
Raised awareness of a diverse range of writing

8 Best Value and Quality: to ensure efficient, quality library services

Task and completion date	Justification to include linkage to Community Plan, Achieving Inclusion, ALP, Library Standards, key corporate strategies	Dependencies and resources.	Targets and performance indicators	Progress to date Local PIs
8.1 PLUS user survey	Community Plan: Diversity, Regeneration, Education ALP task 37	£6,000	6,500 responses to survey	Survey Nov 2001
Impact on Library Users and Non-users Consultation over improvements to services				
8.2 Non user survey	Community Plan: Diversity, Regeneration, Education ALP task 37	£4,500	750 responses to survey	Survey Nov 2001
Impact on Library Users and Non-users Consultation over improvements to services				