

Northamptonshire Libraries and Information Service Plan 2009-10: Learning Outcomes

Learning, Development & improvement outcomes	Outcome owner	Corporate Outcome & Priority [Give code]	Key Actions				Key Measures				
			Description	Lead officer	Milestones	Risks	Description	Owner	Target	Target	Target
									09/10	10/11	11/12
		Key dates 09/10 What achieved									
No & description CSS = Customer Service Strategy SCS = Strategy for Culture & Sport											
CSS 17 Customer Intelligence and the effect of the changing customer base on how we tailor the commissioning and provision of services	Principal Librarian (East)		Work with other County Council services to create short, effective community profiles to guide community development work for the benefit of customers	Principal Librarian (East)/ Principal Librarian Performance	Quarterly monitoring of new customer group contacts 6 mthly update of profiles August and February 2 potential customer groups contacted per		Number of Community profiles created and in use	Principal Librarian (East)	36	36	36



					community profiled						
	Principal Librarian Performance		Consult with and involve local community groups in development of services offered in new libraries	Library Management Team	Records on NCC Consultation Database and Consultation plan		Number of consultations delivered	Library Management Team	One per new library as plans develop to 2012		
	Principal Librarian Performance		Monitor impact of Peoples Network Refresh	Principal Librarian Performance	Adult Public Library User Survey (APLUS 2009) Computer Use Count Autumn 2009		% take up of available ICT time in libraries	Principal Librarian Performance	10%	11%	12%
	Principal Librarian (Northampton)		Extend Quality Standards for Presentation and Behaviour	Principal Librarians	External review of all libraries against the Standards with Customers/Friends; Action plans in place to meet the standards		Each static library to achieve the quality standard of 72% or a 1% improvement on their 2008/09 performance (whichever is greater)	Principal Librarian (Northampton)	72%	72%	72%
CSS 19 Commitment and motivation to new ways of working	Principal Librarian Children and Families		Develop more effective links with colleagues in family learning	Principal Librarian Children and Families	Partnership working with Adult family learning		Number of visits to libraries as part of Family Learning courses per area	Principal Librarian Children and Families	3	3	3
	Resources		Implement energy saving	Resources	Carillion partnership		% reduction in energy consumption in static	Resources	5%	5%	5%



	Manager		actions from Atkins Report 2008	Manager and Stock and Library Supplies Officer			service points	Manager			
	Customer and Library Services Manager		Deliver Staff Survey	Customer and Library Services Manager	Survey, January 2010 Results report and Action plan in place, April 2010		% staff strongly agree / agree that the service is getting better	Customer and Library Services Manager	17%	18%	19%
	Principal Librarian (Northampton)		Deliver training to ensure all customers receive an excellent information and enquiry service	Staff Development Librarian	Year 1 of a three year rolling programme Refresh Business Information Resources module 2 – in context of recession and Information and Enquiry modules 1 and 2		Number of staff trained at self-service libraries in information and enquiry skills	Staff Development Librarian	70	70	70
Number of staff trained in health information and understanding of health pathways between local agencies							70		70	70	
Number of staff trained in walk in enquiry handling for the County Council							70		70	70	
	Principal Librarian (Northampton)		Deliver training to ensure all customers have an excellent experience	Staff Development Librarian	Refresh of customer care procedures		Number of staff trained in advanced customer care and customer insight	Staff Development Librarian	70	70	70
CSS 20	Customer		Investigate	Custo		County	Number of libraries	Custo	Na	Na	10



Exploitation of new technologies to provide accurate information and reduce costs	and Library Services Manager		potential for provision of access to video conferencing and Wi-Fi in libraries	mer and Library Services Manager / Principal Librarian Performance		Council IT capacity, infrastructure and resources	providing access	mer and Library Services Manager			
	Resources Manager		Explore developments in e-book services	Resources Manager / Northamptonshire Central Library Manager			To be set once exploration complete	Resources Manager	Na	Na	NA
CSS 21 Leadership and understanding of our vision for an improved Customer Experience	Customer and Library Services Manager		Deliver Staff Survey	Customer and Library Services Manager	Survey, January 2010 Results report and Action plan in place, April 2010		% of suggestions recommended by more than one member of staff implemented	Customer and Library Services Manager	100%		
SCS 16 Training and Continuing Professional	Customer and Library Services		Review and develop monitoring systems, as	Customer and Library	Corporate guidance for evidence of compliance		County Council meets Level 4 of Standard	Customer and Library	March 2010		



Development so the workforce is confident, ambitious and equipped to meet the demands of audiences and participants	Manager		required, to ensure Equalities impact assessment action plans are successfully implemented to meet Level 4 by March 2010	Services Manager	with requirements around sexuality and religious belief Action Plans created			Services Manager			
	Principal Librarian Children and Families		Achieve bronze level of Northamptonshire County Council quality mark for involving and engaging young people	Principal Librarians (East, North, Northampton and West) / Principal Librarian Children and Families	Action plan based on self assessment Project runs September 2009 to March 2010		Achieve standard	Principal Librarian Children and Families	Bronze	Silver	Gold
	Principal Librarian Performance		Deliver training for all staff following the update of the Peoples Network (public computer service in libraries)	Staff Development Librarian Library Operational Team	Implementation plan Procedure Manual updated Working group in place		Number of (full time equivalent) staff trained	Staff Development Librarian	206	Na	NA
	Principal Librarian		Deliver refresher	Staff Development	Procedure Manual		Number of (full time equivalent) staff trained	Staff Development	206	Na	NA



	(Northampton)		training on customer feedback handling	Principal Librarian	updated			Principal Librarian			
SCS 17 Support to enable more creative and cultural business start-ups	Principal Librarian (Northampton)		Implement small business support service in creative industries	Principal Librarian (Northampton) / Programme Coordinator Librarian Creative Industries	Partnership with Northamptonshire Enterprise Ltd and East Midlands Business Link		Number of businesses supported with information and advice		20	25	30