

**OBJECTIVE:**

To examine changes to library services one year after their implementation of the library services strategy.

**QUESTIONS TO BE ADDRESSED:**

1. What are the changes and what effect have they had on service delivery and customer perception of the service?
2. What has been done to achieve the targeted savings since implementation of the new libraries strategy? Does the current level of savings match the plans, if not why not?
3. Compared to the approved strategy timeline, what progress has been made and if any areas have not met the planned implementation, why not?
4. How does the current and planned library service compare to similar local authorities?

**OUTCOME/S:** That the proposed changes, put forward by the library services strategy, have achieved the expected outcomes.

**CONSTRAINTS:**

The scrutiny will not include a review of other library services outside of the agreed strategy.

<b>WITNESSES</b> i.e. individuals	<b>EVIDENCE</b> i.e. organisations
Andrew Bignell, Head of Libraries and Heritage Services	Nearby local authorities?
Community Library volunteer?	Friends of library groups?

**METHOD:** 1 day topic group    **DATE:** 20 March 2017

**MEMBERSHIP:** TBA

**SUPPORT:**

**Scrutiny Officer:** Charles Lambert, Scrutiny Officer

**Lead Officers:** Andrew Bignell, Head of Libraries and Heritage Services

**Democratic Services Officer:** tbc

**HCC Priorities for Action: how this item helps deliver the Priorities *delete as appropriate***

1. Opportunity To Thrive    ✓

## SCRUTINY REMIT: Library Services Review

Draft as at 31/08/16

2. Opportunity To Prosper ✓
3. Opportunity To Be Healthy And Safe ✓
4. Opportunity To Take Part ✓

### **CfPS ACCOUNTABILITY OBJECTIVES: *delete as appropriate***

1. Transparent – opening up data, information and governance ✓
2. Inclusive – listening, understanding and changing ✓
3. Accountable – demonstrating credibility ✓