EXECUTIVE MEMBER RESPONSE

NAME OF TOPIC GROUP: INSPIRING LIBRARIES STRATEGY IMPLEMENTATION

CHAIRMAN: IAN REAY	DATE REPORT PUBLISHED: 06 APRIL 2017
SCRUTINY OFFICER: CHARLES LAMBERT	DATE RESPONSE DUE: 06 JUNE 2017
DATE OF SCRUTINY: 20 MARCH 2017	DATE RESPONSE RETURNED: 06 JUNE 2017
EXECUTIVE MEMBER: TERRY DOURIS	

Recommendations: *e.g. To undertake a customer survey in xxxxx (month/year) (Note: All abbreviations used must be set out in full the first time they are used)*	Executive Response: *e.g. To carry out the survey in xxxxxx (month/year) (Note: All abbreviations used must be set out in full the first time they are used)*
2.1 That once the Library Service is confident of the reliability of the OpenPlus technology it should be rolled out more widely as a method of increasing the number of access hours of all tiers of library. (3.5, 4.1)	**Open+ technology enables self-service access to Libraries outside staffed hours. It is relatively easy to install in new-build libraries, but may be more expensive to retro-fit into existing buildings.** **Officers will evaluate the current pilot at Croxley Green Library and provide a report and recommendations to the Executive Member in July 2017 with a view to extending the use of Open+ technology to the new library at Berkhamsted.** **Once the service is confident of the reliability of the system, plans will be drawn up for the extension of Open+ to other libraries and presented as part of proposals for the next phase of the Inspiring Libraries strategy in November 2017.**
2.2. That any future development of Inspiring Libraries recognises the need to provide adequate staffing levels at tier 1 and 2 libraries to support outreach programmes	**The Inspiring Libraries strategy will be refreshed during 2017 and proposals for the future development of the strategy will be presented in November 2017 to ensure that Hertfordshire Libraries continue to provide the best possible quality of**

	and maintain the quality of the service, as well as being able to provide technical support and training to Community Libraries. (Conc. 4.2)	**services within available resources.** **Staffing levels at tier 1 and 2 libraries, and the level of regular staff support required at Community Libraries will be reviewed as part of this process.**
2.3	Improved promotion of library services, in particular chargeable spaces services and space hire, so that income generation is maximised. With a suggestion of using Members, community partners and volunteers to promote these services to other community groups and particular business groups. (3.8, 4.3)	**Officers in Libraries and Heritage Services and Corporate Communications will work together to plan a campaign for the dynamic and proactive promotion of library room hire and other chargeable services in September/October 2017. This will include** • **Improved promotion through Horizons and the Libraries e-newsletter and via a range of social media.** • **Creating a package of information on library spaces available for hire for Members, community partners and volunteer groups to use in local networks.** • **Local Library Managers promoting the availability of library space for hire to local businesses through Chambers of Commerce and local business networks (Business Improvement Districts etc.).**
2.4	Conduct further exploration into the use of volunteers to support services across all tiers, and continue to develop the relationship between volunteer supervised community libraries and the library service to have the flexibility to be more locally responsive. (Conc. 4.4)	**I welcome and applaud the enthusiasm and dedication of our volunteers and officers will undertake further exploration of the use of volunteers to support services across all tiers of library, and specific proposals will be brought forward in November 2017 as part of the next phase of the Inspiring Libraries strategy.** **The Community Libraries are managed as a partnership between the library service and local volunteer groups, and**

	this relationship will continue to develop after the initial transition to Community Library status. Area Librarians already hold regular (generally monthly) meetings with the volunteer steering groups at Chorleywood and Redbourn Community Libraries to address issues and ensure continued local responsiveness, and this practice will be extended as each new Community Library is established.

Any other comments on the report or this scrutiny?

The initial implementation plan for the Inspiring Libraries Strategy, agreed in March 2015, covered a three year period, of which 2017/18 is the final year. During the course of 2017, it will be necessary to refresh the strategy and bring forward proposals for the next phase of implementation from 2018 to 2021. The conclusions and recommendations of the Scrutiny Topic Group will feed directly into the development of these proposals, which are scheduled to be presented to the County Council in November 2017.