

# Libraries Deliver: Ambition for Public Libraries in England 2016-2021

## Annex 2: Action plan

LIBRARIES  
TASKFORCE

### Libraries Taskforce

Taskforce members have, for many years, undertaken work to support library services. This includes Society of Chief Librarians Universal Offers (jointly with The Reading Agency for the Reading and Health offers) that underpin delivery of the Outcomes described in this document, and the British Library's Business and IP Centre Network, developing Living Knowledge Network and administration of the Public Lending Right scheme. More details on their work can be found in Annex 4: Role and remit of Taskforce member organisations.

Taskforce members will work together to build on this activity by additionally delivering:

#### Table of actions (including priority actions in blue)

Action	Action	Ambition Section	Action Lead	Deadline	Comments
1	Ensure that the 'Libraries First' approach is promoted to central government, local councils and partners	7	Taskforce members	6 monthly review*	
	Develop a programme aimed at supporting library staff to work better with, and influence, decision-makers to secure local support and funding		Comms sub-group	6 monthly review*	
2	Define and publish a core dataset... ...creating a transparent and automated (where possible) process to gather and share it	6.6	Taskforce Team	March 2017 March 2018	
3	Establish current baselines and agree progress indicators for all 7 Outcomes and publish them	5/8	Taskforce members	April 2017	

\* These will be reported on as part of our 6 monthly progress reports in April and October

Action	Action	Ambition Section	Action Lead	Deadline	Comments
4	Identify and commission any further research work needed to measure the 7 Outcomes to be used as a shared evidence base by all, connecting to other research frameworks or other sectors where relevant	6.6	Arts Council England	March 2017 [identify research]  May 2017 [commission]	
5	Continue to seek opportunities for national funding, partnerships and/or support in kind for existing and new major programmes	6.4	Taskforce members and DCMS	6 monthly review*	
<b>Raising public awareness of what libraries have to offer</b>					
6	Work with others (including the devolved administrations where relevant) to develop a joined-up programme of promotional activity based on commonly agreed messages, to promote public awareness of what public libraries can do for them, and increase engagement with them	7	Comms sub-group	December 2016 [produce first iteration of comms plan] and then 6 monthly review*	
7	Develop a set of communications messages and resources (case studies, factsheets, images, etc) that everyone speaking for or promoting libraries can use - this will support championing libraries to decision-makers and broader publicity	7	Comms sub-group	December 2016 [produce first iteration of resources set] and then 6 monthly refresh	

\* These will be reported on as part of our 6 monthly progress reports in April and October

Action	Action	Ambition Section	Action Lead	Deadline	Comments
8	Reflect commonly agreed messages about library services consistently throughout interviews, placed editorial and other media - including online coverage - using nationally-produced communication assets to promote public awareness of what libraries can do for them and to increase usage	7	Relevant Taskforce members	6 monthly review*	
9	Identify and break down any barriers to innovation that stop library staff promoting their work effectively, through guidance and sharing common materials and good practice	7	Comms sub-group	April 2017 and then 6 monthly review*	
<b>Identifying and showcasing good practice and supporting innovation</b>					
10	Publish a toolkit on how to carry out evidence-based, long-term and sustainable planning, based on established sector good practice, case studies and the 7 design principles	6.2	LGA / Taskforce Team	February 2017 [prototype ready for consultation and testing]	
11	Undertake an assessment of the long term financial sustainability and service quality of different delivery models - including DCMS funded research into community managed libraries	6.3	DCMS	October 2016 [commission] April 2017 [complete]	Dates refer to the DCMS research into community managed libraries

\* These will be reported on as part of our 6 monthly progress reports in April and October

Action	Action	Ambition Section	Action Lead	Deadline	Comments
12	<p>Ensure that the projects delivered through the £4 million 'Libraries: Opportunities for Everyone' innovation fund:</p> <ul style="list-style-type: none"> <li>• support those people living in the most disadvantaged areas, providing them with opportunities they might not otherwise have access to</li> <li>• are rigorously evaluated to build an evidence base that can be used to capture learning, encourage wider adoption of successful approaches, and secure further investment</li> </ul>	6.4	DCMS, Arts Council England, Taskforce Team and relevant Taskforce members	March 2018	
13	Develop and promote a sector-led benchmarking framework that libraries can choose to use to support self-assessment, planning and improvement	6.4	LGA / Taskforce Team	March 2017 [prototype ready for consultation and testing]	
14	Consider whether a voluntary sector-led accreditation scheme would add value	6.5	Taskforce Team	July 2018	Allow time for sector-led benchmarking framework to be adopted prior to consideration
15	Help library services to exploit opportunities for joint working with other councils and/or partners, as well as tackling barriers to doing this	6.7	LGA	6 monthly review*	
16	Work with local councils to investigate new approaches to procurement including considering where national frameworks can promote consistency and reduce costs and overheads	6.7	LGA / Taskforce Team	6 monthly review*	

\* These will be reported on as part of our 6 monthly progress reports in April and October

Action	Action	Ambition Section	Action Lead	Deadline	Comments
17	Discuss with suppliers current and future needs in library services to encourage the development of innovative approaches to provision of services	6.7	Taskforce Team	6 monthly review*	
18	Identify and promote examples of good practice and research from the UK and overseas through the Taskforce toolkits as well as through Taskforce member activity, blogs, networking and training  These will include governance models, service integration and co-location, approaches to library service funding including income generation, partnership working, community engagement	6	LGA / Taskforce Team	6 monthly review*	Toolkits are <a href="#">Libraries shaping the future</a> and <a href="#">Community Libraries</a> . Blog is <a href="#">here</a>
<b>Supporting workforce development</b>					
19	Work through the Chartered Institute of Library and Information Professionals (CILIP) and the Society of Chief Librarians (SCL) to produce a Public Library Skills Strategy	6.8	CILIP / SCL	March 2017	
20	Explore the feasibility of a shared national digital platform for public libraries in England (Single Library Digital Presence) and then identify ways to develop, operate and fund it	6.7	SLDP Steering Group / Arts Council England	July 2017 [agreed next steps]	
21	Support the extension of partnership projects such as the BFI Mediatheques and makerspaces	6.7	Taskforce Team / SCL	6 monthly review*	Taskforce in conjunction with relevant government departments

\* These will be reported on as part of our 6 monthly progress reports in April and October

Action	Action	Ambition Section	Action Lead	Deadline	Comments
<b>How we will take this forward: monitoring and reporting on progress</b>					
<b>22</b>	Review progress against the actions in this document at every Taskforce meeting	8	Taskforce Team	Every Taskforce meeting from December 2016 [approx 2 monthly]	The <u>minutes of our meetings</u> are published on GOV.UK
<b>23</b>	Produce a high level, narrative progress update (including updates on the Outcome progress indicators) to ministers and the LGA's Culture, Tourism and Sport Board every 6 months (currently April and October) and publish it on GOV.UK	8	Taskforce Team	October 2016 and then 6 monthly review*	Our <u>six month reports</u> are published on GOV.UK
<b>24</b>	Review 'Libraries Deliver: Ambition for Public Libraries in England 2016 to 2021' and its action plan every year to make sure it still reflects the challenges facing library services and their ambitions	8	Taskforce members	November 2017 and annually thereafter	
<b>25</b>	Taskforce members and their organisations will identify further ways to add value and share good practice, and regularly review whether any changes are required in capacity and capability at the national level	7.7	Taskforce members	6 monthly review *	Stocktake after DCMS tailored review of Arts Council England published

\* These will be reported on as part of our 6 monthly progress reports in April and October

## Our Challenge to Central Government

DCMS will undertake its statutory duty to actively superintend and promote the improvement of the public library network. In addition, our challenge to all relevant central government departments is:

Number	Challenge	Ambition Section	Comments
<b>CG1</b>	Acknowledge the role that public libraries can play in achieving the 7 Outcomes and to reflect this in their policy and other strategic documents (where relevant)	7	Applies to all government departments
<b>CG2</b>	Look first at whether the public library network would provide an effective, value-for-money delivery mechanism for services where public engagement within communities is needed to achieve policy outcomes; and, if it does, to ensure resources are provided to support this activity	7	Applies to all government departments
<b>CG3</b>	Support remote access to e-books, without charge and with appropriate compensation for authors	6.7	Applies to DCMS
<b>CG4</b>	[In conjunction with the Taskforce] support the extension of partnership projects such as BFI Mediatheques and makerspaces	6.7	Applies to relevant government departments (DCMS and BEIS) in conjunction with the Taskforce
<b>CG5</b>	Provide and fund enhanced advice and support to encourage library services to explore and, where right for them, spin out their service as a public service mutual	6.3	Applies to DCMS

## Our Challenge to Local Government / Library Services

Local government will undertake their statutory duties to provide a comprehensive and efficient library service, ensuring equality of access. In addition, our challenge to them and library services is:

Number	Challenge	Ambition Section	Comments
<b>LG1</b>	Adopt a 'Libraries First' approach when considering how to deliver information and services into local communities, and promote this approach to local partners; and where the public library network is chosen as an effective and efficient method, ensure resources are provided to support this activity	7	
<b>LG2</b>	Reflect commonly agreed positive messages about library services consistently throughout interviews, placed editorial and other media (including online coverage), using nationally-produced communication assets to promote public awareness of what libraries can do for them and to increase usage	7	
<b>LG3</b>	Plan their public library services (including consideration of cross-boundary issues) using the toolkit provided by the Taskforce	6.2	Once the toolkit is published
<b>LG4</b>	Adopt, collect and share data as defined in the core dataset by the Taskforce	6.6	Once the core dataset is defined
<b>LG5</b>	Use the sector-led benchmarking framework for self-assessment planning and improvement	6.5	Once the framework is published



Number	Challenge	Ambition Section	Comments
<b>LG6</b>	Identify and share examples of good practice and research in their area with peers and the Taskforce Team for showcasing (such as use in blogs and speeches) and for incorporation into its toolkits; and consider adopting examples from elsewhere	6	
<b>LG7</b>	Identify any barriers to adoption of new or more efficient ways of working where national support may help to break them down, and share these with the Taskforce Team	6	
<b>LG8</b>	Exploit opportunities for joint working with other councils and/or partners	6.7	
<b>LG9</b>	Inform DCMS Libraries Team about any proposals to make changes to their library service prior to public engagement, having made plans to consult their communities, considered a range of options and assessed the potential impact of their proposals	6.2	
<b>LG10</b>	Use the Public Library Skills Strategy to inform the learning and development offer they provide to their councillors and senior officers, library workforce and volunteers	6.8	Once the strategy is published
<b>LG11</b>	Explore alternative forms of delivery and financing before making any reductions in library services, and exploit opportunities for joint working with other councils and/or partners to maintain and enhance service delivery	6.3	
<b>LG12</b>	Actively explore how they can generate and use alternative forms of funding and financing in addition to using national funding schemes that are available	6.4	