

COMMITTED TO QUALITY – THE BUCKINGHAMSHIRE APPROACH TO BEST VALUE

Service Plans 2001-2002: Template

Name of Service Plan Area: **LIBRARIES, INFORMATION AND ARCHIVES**
Service Plan Ref: **ED 11**

Part 1 Description of service

Purpose of the service

The purpose of the service is to deliver effective and responsive Library, Information, and Archive services to the County, in order to meet statutory requirements and to provide all the people of Buckinghamshire with opportunities for learning, enjoyment, cultural enrichment and economic development within the context of Lifelong Learning. LISS (Library and Information Service for Schools) supports learning and literacy in schools.

Archives (Records and Local Studies Service) acquire and preserve archival and research materials relating to the historic County of Buckinghamshire and manage the County Council's own modern records and archives.

What are the statutory parameters that regulate how the service operates?

The County Council under the 1964 Public Libraries Act must provide a "comprehensive and efficient" Public Library Service.

LISS (Library and information service to Schools) is a non-statutory service, operating as a business unit.

All public library authorities are required to submit an Annual Library Plan to the Department for Culture Media and Sport (DCMS). The Library Plan contains detailed information on services, objectives and performance enabling benchmarking comparison with other authorities. The Library Plan forms the basis on which the statutory definition of library services is measured against nationally agreed public library standards and Best Value Performance Indicators. The nationally agreed public library standards will be implemented from April 2001 over a three year planning cycle.

Under the Local Government Act 1972 the County Council is obliged to make proper arrangements with respect to any documents which belong to or are in the custody of the council. The Record Office is approved by the Public Record Office as a repository for public records.

Chairman of Policy & Resources 2001/02 Policy Steer(s) relevant to the service

2% Efficiency savings, plus further 1% saving for 2001/2002. 2% efficiency savings per annum after.

£200,000 allocated as a "one -off" to support the Library book fund.

Show how required savings or growth for next year will be delivered

Current net budget

£5,576,443

Spending pressures

LIBRARY

1	New High Wycombe Library, publicity, stationery Expenses	£10,000
2	Matched funding for People's Network (Government Policy)	£75,000
3	Installation of safes and credit cards (BCC Audit High Priority)	£12,059
4	Phase 2 County Reserve Stock Shelving project if capital bid unsuccessful (Essential Health and Safety)	£42,350
5	Clearance of County Reference Library Gallery re: Centre for Bucks Studies/Arts Library development	£4,010
6	Restoration of the Book Fund to cover reductions of previous years	£600,000
7	Phase 1 of the Disability Audit, legal requirement by 2004, if capital bid unsuccessful	£70,352
8	Book recovery by external contractors	£5,000
9	Potential loss of income from Business Link Thames Valley	£25,500
10	Restoration of Equipment and furniture budgets to cover reductions of previous years	£50,000
11	Implications of Health and Safety legislation	£150,000
	Total	£1,044,271

Show how the gap will be covered by the following actions (or how available growth will be targeted):

2% Efficiency savings

£m

1	Increase earned income from: Archives	£4,500
	Audio Visual	£60,500
2	New High Wycombe Library project team costs to be absorbed from Staffing budget	£41,000
	Total	£106,000

Further 1% Saving

1	Increase fines on books by 1p to 10p per day Minor service reduction could result in loss of issues and consequent income from those issues	£26,900
2	Increase the Public Library charges to LISS (Library service to Schools) Service reduction	£9,000
3	Reduce conservation budget (Archives) Minor service reduction	£2,600
4	Reduce revenueised capital budget Minor service reduction	£3,500
	Total	£42,000
	Total	£148,000

	Actual (when known)	Indicative only	Indicative only
	2001-02	2002-03	2003-04
Budget £m	5,770 989		

Volume of service (2001/2)

NB: Figures below are for 1999/2000

Number of customers/users	3,922,568
Electronic accesses	348,466
Issues (gross)	7,005,770
Enquiries	362,440

Number and location of sites

- 1 County Library Headquarters including County Reference Library and County Reserve Stock,
- 1 County Record Office
- 34 Branch Libraries
- 3 Prison Libraries
- 185 School libraries

Number of staff (FTE) 242.57

Special Factors

People's Network will introduce a broadband ICT infrastructure into Libraries, which will support social inclusion, lifelong learning and e-government - sustainability will place severe pressure on future revenue budgets.

ICT training programme for all staff will increase pressure on front line services.

Successful external funding bids place major pressures on revenue budgets, impact on staffing resources and our ability to support popular traditional services.

Disability Discrimination Act 1995 will require major improvements in access to library buildings.

Health and Safety legislation - staff training, security, lone working.

Part 2 Performance of Service

Current performance (in relation to 2000-01 Service Plan outcomes and targets)

THREE YEAR OUTCOME	MEASURE OR INDICATOR	PERFORMANCE 2000/1	TARGET 2001/2	TARGET 2004/5
<p>Outcome 1 A service that is innovative, modernised and well resourced, meeting the aspirations of our customers, within the Best Value framework.</p> <p>1 Implement the agreed annual Library Plan, which from 2000 will be the basis for the future definition of the statutory service through the application of national library standards.</p> <p>2 Implement the recommendations of the Root and Branch review of the Library, Information and Archives.</p> <p>3 Replace the outdated library stock control system (subject to inclusion in the 2000/01 Capital Programme).</p>	<p>The targets within the Library Plan are achieved.</p> <p>Implementation within timescale set by Strategy panel.</p> <p>New system in place by December 2002.</p>			

<p>4 Submit a bid in 2000 to the New Opportunities Fund Community Access to Lifelong Learning programme to upgrade the Library and Community Network.</p>	<p>Success of bid.</p>			
<p>5 Train all staff in Information and Communications Technology (ICT) applications for all staff through implementation of the first year of the 3 year ICT Training Plan in April 2000 (subject to support from the New Opportunities Fund, £80 of which has already been allocated for Buckinghamshire).</p>	<p>Number of staff completing training. Target 150 by march 2001 (268 by 2004).</p>			
<p>6 Develop a Library, Information and Archive website.</p>	<p>Number of accesses. 2000/2001 will be the first year with full data for access and so provide a benchmark; initial target 100,000 accesses per annum.</p>			
<p>7 Maintain the current 100% satisfaction rate of customers using the Business Link Information Service.</p>	<p>% of users satisfied. In 1998-99 3,500 enquires were answered.</p>			
<p>8 Extend the Modern Records Management Service currently provided to the Education and Social Service Departments to all other County Council Departments by March 2001.</p>	<p>Increase in the number of transactions. Last year the service managed 3,540.</p>			
<p>9 Increase the ratio of income to net budget by 3% by March 2001.</p>	<p>Increase in ratio. The level for 1998-99 was 24.1%.</p>			
<p>10 Optimise for the benefit of Buckinghamshire Libraries Information and Archives the joint arrangements for Library and Archive Services to Milton Keynes Council</p>	<p>The value for 1998-99 was £321,453.18</p>			

<p>Outcome 2 A Service which provides a continued and effective contribution to raising the achievement of individuals and corporate organisations such as schools, business and lifelong learning partners.</p> <p>1 Establish learning centres in 2 Library sites by March 2001.</p> <p>2 Restructure the Library and Information Service to Schools to optimise opportunities for school library services to schools.</p> <p>3 Prepare and implement a specific Business Plan to deliver the County Council Arts Strategy.</p> <p>4 Work with partners to develop regional and local cultural strategies and projects.</p> <p>5 Maintain public library services for children at current levels, extending use where possible</p>	<p>Number of centres opened.</p> <p>Restructure complete. In 1998/99 201 schools and 62,731 pupils were served.</p> <p>Plan in place by June 2000</p> <p>Strategies in place by March 2001.</p> <p>Level of use Statistics for 1998/99 for benchmark comparison are: Junior Book stock 326,528 Junior Book issues 1,675,611 Registered readers 43,976 Book expenditure £98,921 Homework centres accesses 20,773 Playgroups served 322</p>			
<p>Outcome 3 A quality and inclusive service that is responsive to customers' views</p> <p>1 Survey customers at 15 libraries and the County Record Office as</p>	<p>All surveys complete by March 2001.</p>			

<p>identified in the annual rolling programme of Customer Satisfaction surveys, and publicly respond to each survey.</p>				
<p>2 Implement an access survey at all libraries and review in respect of Disability Discrimination legislation.</p>	<p>Survey complete by March 2001.</p>			
<p>3 Develop "Friends" groups and contacts with specific client groups, eg parish councils, access groups.</p>	<p>No groups created. Two "Friends" groups are already in existence</p>			
<p>Outcome 4 A service that provides appropriately resourced and well used range of buildings to meet the needs of the whole community.</p> <p>1 Progress the new High Wycombe Library project to provide a major regional library service point which will support the whole County.</p> <p>2 Secure funding from the Heritage Lottery Fund for the Centre of Buckinghamshire Studies.</p> <p>3 Review Branch Library Service Points as part of the Property Review.</p> <p>4 Develop Chesham Library to accommodate the Children's Historic Book Collection (subject to the timescale agreed with the Heritage Lottery Fund, which has allocated £124,500 to support this project).</p> <p>5 Implement a Health and Safety audit of Service Points.</p>	<p>Legal appeal results due by Feb 2000 expected completion date by contractors Summer 2002</p> <p>A bid for £475,000 to support the project has been submitted.</p> <p>Review completed to agreed timescales.</p> <p>Collection rehoused by March 2001.</p> <p>Review and respond by June 2000</p>			

Portfolio Flagship Projects		
Project Outcome	Key Stages	By When
Access to the history of Buckinghamshire is promoted through the Centre for Buckinghamshire Studies. (7c)	Complete the development and construction of the Centre for Bucks Studies.	Under review
Greater public access to the internet and related learning opportunities is provided through County Council facilities. (7b)	<p>The computer network to all our 35 libraries will be upgraded to provide over 300 terminals for enhanced access to the Internet, learning opportunities and library facilities.</p> <ul style="list-style-type: none"> • External funding project plan accepted. • Pilot project completed. • Completion. 	<ul style="list-style-type: none"> • Apr 2001 • May 2001 • Mar 2003
The needs of specific groups of customers will be addressed and met through increased investment in library stock. (7b)	<ul style="list-style-type: none"> • We will increase the library book fund during 2001-02 by £200,000, i.e. 25% increasing choice for users. • We will monitor the use of the stock purchased, and a report will be produced. This should reveal an impact on library usage, demonstrating that carefully targeted additional funds can make a significant difference to the lives of people of all ages, improving the quality of their leisure time, and access to learning opportunities. 	<ul style="list-style-type: none"> • Apr 2001 • Dec 2001
Flagship Projects for Strategic Aims 1-5 (affecting this portfolio)		
Project Outcome	Key Stages	By When
The high quality of Council services are recognised through the achievement of "Beacon" status. (1)	<ul style="list-style-type: none"> • Evaluate possibilities – Libraries, Adoption and School Transition. • Apply for Beacon Status. • Participate in evaluation stage. • Publish results • Prepare for submissions in 2002 re: Lifelong Learning. 	<ul style="list-style-type: none"> • Jul 2001 • Jul-Dec 2001 • Mar 2002 • May 2002

Part 3 For more information

Associated County Council Business Plans, and links with other Service Plans or Statutory Plans

- Library Information and Archive Business Plan
- Annual Library Plan
- Information Centres Business Plan
- Building the New Library Network
- Comprehensive, Efficient and Modern Public Libraries - Standards and Assessment
- Lifelong Learning Plan

When is the service due for a Best Value Root and Branch Review?

The Root and Branch Review has been completed and is awaiting a policy steer from the Cabinet Member for Community Services

Accountable Officer: **Bob Strong**

VALIDATION SHEET

Service Plan Ref ED 11
Draft Outcome No. Outcome 1

Draft Three Year Outcome

A service that is innovative, modernised and responsive, meeting the aspirations of all the community, within the Best Value framework.

Who will the outcome be delivered to, who will it be delivered for, and what are the needs/wants of these 'stakeholders'?

To - Buckinghamshire residents and people who study or work within the county. Additionally services are delivered to the County Council and in partnership with other organisations such as The Assist Network.

For -Buckinghamshire County Council, partners

Needs - Comprehensive and efficient services as statutorily defined, reflecting the impact of national Library standards, and the impact of Best Value on Library and Archive services.

What, if any, is the feedback from consultation?

Customer Surveys for Libraries and Archives are undertaken on an ongoing basis and the results are presented to members and published locally. Feedback shows a high degree of satisfaction with services, supported by MORI surveys.

What are the policy implications of this outcome, ie. are any policy changes by Members required?

The Best Value Framework has placed a further 1% saving on LIA.. This will require service reductions which members will need to judge against this outcome. Library Standards expect continuous improvement and Members will need to balance local and national expectations.

What, if any, is the link with the Chairman of P&R's policy steer?

A 2% efficiency saving for LIMA services plus a further 1% saving for 2001/2002

What are the financial implications next year and in the following two years?

Further efficiency savings and service reductions with increasing emphasis on income generating activity. This activity already supports core budgets and it will become increasingly challenging to

generate increases in income to support Best Value efficiency savings and provide increased resources to develop an innovative modernised a well resourced service, as required by Library Standards

In these circumstances it is envisaged that external funding opportunities for service development will be sought.

Are there any significant human resource implications, eg. training/redeployment programmes/redundancy?

LIA services are increasingly driven by a "bidding" culture for external (and internal!) funds, and partnership working. Managers will need training in this area.

Are there any other significant resource implications, eg investment needs, information technology or property/accommodation?

Further work on the Root and Branch Review of LIMA services is taking place and this may well influence resources issues.

Library standards will demonstrate areas of service, e.g. opening hours which fail to meet Best Value, and may well require resource allocation.

Revenue consequences of the ALSi stock control system replacement.

What reprioritisation of existing resources is required?

This is expected to be influenced by the final outcome of the Root and Branch review and the impact of Library Standards.

Describe any significant risk factors.

Library standards may well have significant capital and revenue consequences.

External funding may not be available for service development and when supporting government initiatives it may detract from "core" business as determined in Buckinghamshire.

Revenue consequences when external funding ceases.

Potential loss of income if current product lines fail.

Potential termination of Joint Arrangements for Library and Archive services by Milton Keynes Council.

In seeking to address the needs of "all" Buckinghamshire clients we may be creating demand for services that we cannot satisfy.

TARGETS

Set out below any specific qualitative or quantitative targets for 2001-02 (and if appropriate the next three years) relevant to the achievement of this outcome. (The targets should themselves be outcome based.) Include all relevant statutory PIs. A separate guide to target setting is available on the Council's Best Value Website.

2001-02	2002-03	2003-04
<ul style="list-style-type: none"> • To increase the Library book fund by £200,000 i.e. 25% improving choice for users. Targeted customer groups are: <ul style="list-style-type: none"> - Pre school children - Learners Management and business - Reading to support recreation - Ethnic minority services - Post retirement groups <p>The use of the stock purchased will be monitored and its impact on customer groups will be assessed.</p> <ul style="list-style-type: none"> • To halt the rate of decline in the number of books and other items issued per head of population and maintain at 10 per head (AC-I6). • Maintain the number of physical visits to libraries at 7.8 per head of population (BVPI 117) • Keep the cost per visit to Buckinghamshire libraries at current levels £2.04 (BVPI 115) • Increase the percentage of users satisfied with library staff: <ul style="list-style-type: none"> Knowledge 87% Helpfulness 87% (Pending clarification from DCMS) • Increase usage of electronic database accesses to 3.0 accesses per head of population • Maintain the number of personal information enquiries per head of population at 0.8 per head of population • Increase revenue income by 7% to £4.72 per head of population 	<p>10 per head of population</p> <p>7.8 per head of population</p> <p>£2.04</p> <p>Knowledge 89% Helpfulness 89%</p> <p>3.5 accesses per head of population</p> <p>0.8 per head of population</p> <p>£5.05 per head of population</p>	<p>Knowledge 91% Helpfulness 91%</p>

- Maintain top quartile benchmark for annual items added to Library stock through purchase.
- Improve response rate to customer correspondence so that 90% of letters are acknowledged or receive replies within 3 working days and 100% receive replies within 10 working days. This will be the benchmark to assess performance in future years
- Increase the percentage of customers who are served within 3 minutes to 95%. This will be the benchmark to assess performance in future years
- Improve request service so that:
 - 50% of requested published items are supplied within 7 days
 - 70% of requested published items are supplied within 15 days
 - 85% of requested published items are supplied within 30 days
- Enhance the understanding of the County's history through the development and construction of the Centre for Buckinghamshire Studies. Completion by December 2001.
- Monitor the number of visitors to the Centre for Buckinghamshire Studies. The projected visitors count for 2000/2001 is 12,500.

5% increase

5% increase

**Draft Three Year OUTCOME 2
VALIDATION SHEET**

Service Plan Ref ED 11
Draft Outcome No. Outcome 2

Draft Three Year Outcome

A service which provides a continued and effective contribution to raising the achievement of individuals, and corporate organisations such as schools, business and lifelong learning partners

Who will the outcome be delivered to, who will it be delivered for, and what are the needs/wants of these 'stakeholders'?

To - Buckinghamshire residents and people who study or work within the county.

For -Buckinghamshire County Council, partners such as Buckinghamshire Lifelong Learning Partnership, Continuing Education, The Assist Network

Needs - Comprehensive and efficient services as statutorily defined, reflecting the impact of national Library Standards, and the impact local and national initiatives supporting Lifelong learning

What, if any, is the feedback from consultation?

There is central government direction that learning is delivered through ICT, and external funding supports this. Customer feedback suggests that many traditional library users do not welcome this sea change in service delivery.

What are the policy implications of this outcome, ie. are any policy changes by Members required?

What, if any, is the link with the Chairman of P&R's policy steer?

A 2% efficiency saving for LIMA services plus a further 1% saving for 2001/2002

What are the financial implications next year and in the following two years?

External funding has been secured for the implementation of the People's Network learning centres, staff ICT training and other initiatives.

Revenue consequences of the People's network will need to be absorbed into base budgets.

People's Network will make Internet etc free, with consequent loss of income.

Increased expenditure on children's materials will reduce expenditure in other areas and affect achievement in them.

Are there any significant human resource implications, eg. training/redeployment programmes/redundancy?

The externally funded (NOF) ICT training programme will reskill front line library staff.

The time taken on this training could limit the amount of training that can be delivered in other areas.

Are there any other significant resource implications, eg investment needs, information technology or property/accommodation?

The People's Network will put nearly 200 more computer terminals into libraries to create learning centres. This will have a major impact on resources such as staffing, furniture, income and book fund, which will be diverted into ICT activities.

The People's Network will require enhanced support from the IT Unit.

What reprioritisation of existing resources is required?

Staffing, space, furniture and book fund will have to be reprioritised to support the People's Network.

Book fund will need to be reprioritised to support the development of children's services.

Extra relief staffing is required to support the ICT Training programme.

More staffing resources are required to sustain service developments in these areas.

Describe any significant risk factors.

Cessation of activities such as Information, Advice and Guidance, People's Network if external funding ceases.

Sustainability of the revenue consequences of externally funded initiatives.

TARGETS

Set out below any specific qualitative or quantitative targets for 2001-02 (and if appropriate the next three years) relevant to the achievement of this outcome. (The targets should themselves be outcome based.) Include all relevant statutory Pls. A separate guide to target setting is available on the Council's Best Value Website.

2001-02	2002-03	2003-04
<ul style="list-style-type: none">Establish People's Network learning centres in all 35 libraries in line with the People's Network Year 1 implementation Plan <p>a) External funding project plan accepted April 2001</p> <p>b) Pilot project completed May 2001</p> <p>c) Year 1 implementation completed March 2002</p> <ul style="list-style-type: none">Implement Year 2 programme of the NOF ICT Training programme for all staff i.e 150 staff achieve ECDL 75 staff trained to Net Navigator 3 staff trained to Information Consultant 2 staff trained to Information Gatekeeper 5 staff trained to Educator <ul style="list-style-type: none">Extend public library services for children at current levels extending use where possible	<p>Complete by March 2003</p> <p>68 staff achieve ECDL 75 staff trained to Net Navigator 3 staff trained to Information Consultant 3 staff trained to Information Gatekeeper 2 staff trained to Information Manager</p>	
Statistics for 1999/2000 for		

<p>benchmark comparison are:</p> <ul style="list-style-type: none"> - Junior Book stock 328,001 - Junior Book issues 1,510,625 - Registered readers 43,252 - Book expenditure £153,211 - Homework centres accesses 56,610 - Playgroups served 350 <ul style="list-style-type: none"> • Increase by 10% the number of Bookstart babies that are registered for the Library Service. The 1999/2000 figure was 175. • Increase by 10% the number of children that join the Library Service through participation in summer reading activities. The 1999/2000 figure was 5,178. • Increase the number of children attending Library story times. Statistics will be collected 2001/2002 and used for benchmarking to assess future performance. 		
<ul style="list-style-type: none"> • Monitor use of Learndirect suites and People's Network Learning Centres to establish benchmark for future comparison. From May - December 2000 there were 5,500 attendances at the Burnham and Aylesbury Learn direct facilities. • Maintain Guidance Council accreditation standards for the provision of Information Advice and Guidance Services - Statistics will be collected 2001/2002 and used for future benchmarking 		

VALIDATION SHEET

Service Plan Ref ED 11
Draft Outcome No. Outcome 3

Draft Three Year Outcome

A service that provides appropriately resourced and well used range of buildings to meet the needs of the whole community

Who will the outcome be delivered to, who will it be delivered for, and what are the needs/wants of these 'stakeholders'?

To - Buckinghamshire residents and people who study or work within the county. Additionally services are delivered to the County Council and in partnership with other organisations such as The Assist Network.

For -Buckinghamshire County Council, partners

Needs - Comprehensive and efficient services as statutorily defined, reflecting the impact of national Library standards, and the impact of Best Value on Library and Archive services. Under the Local Government Act 1972 the County Council is obliged to make proper arrangements with respect to any documents which belong to or are in the custody of the council. The Record Office is approved by the Public Record Office as a repository for public records.

What, if any, is the feedback from consultation?

Both the Public Record Office and the Royal Commission for Historical Manuscripts have commented unfavourably on the current facilities of the County Record Office.

The Library Service Disability and Health and Safety audits have generated costed plans of access and health and safety improvements.

What are the policy implications of this outcome, ie. are any policy changes by Members required?

Health and Safety requirements and Disability requirements will need to be corporately resourced.

The revenue consequences of the new High Wycombe Library will need to be resourced particularly with regard to enhanced opening hours to keep the library in line with the development.

What, if any, is the link with the Chairman of P&R's policy steer?

A 2% efficiency saving for LIMA services plus a further 1% saving for 2001/2002

What are the financial implications next year and in the following two years?

Continued emphasis on external funding , with uncertainty and ongoing revenue consequences of matched funding and sustainability.

The requirements of the Disability Discrimination Act 1995 and Health and Safety legislation will need corporate funding.

Are there any significant human resource implications, eg. training/redeployment programmes/redundancy?

Current Lone working in libraries practices are being reviewed and may require extra staffing resources.

Health and Safety training and Disability awareness training will need to be provided to all staff.

Are there any other significant resource implications, eg investment needs, information technology or property/accommodation?

The Library Information and Archive Service currently does not have a minor capital budget.

Health and safety improvements have been costed as a spending pressure.

Disability Discrimination Act 1995 requirements have been costed and submitted as a bid to the Capital Programme.

What reprioritisation of existing resources is required?

Book fund, staffing and other resources will be diverted to support the new High Wycombe Library development.

Describe any significant risk factors.

Potential breaches of Health and Safety and Disability legislation with consequent legal action.

Rise in costs for the new High Wycombe Library.

Possible degradation of service to the rest of the County through diverting resources to support the new High Wycombe Library.

TARGETS

Set out below any specific qualitative or quantitative targets for 2001-02 (and if appropriate the next three years) relevant to the achievement of this outcome. (The targets should themselves be outcome based.) Include all relevant statutory PIs. A separate guide to target setting is available on the Council's Best Value Website.

2001-02	2002-03	2003-04
<ul style="list-style-type: none"> • To progress the design, development and construction of a £3.5 million new central library in High Wycombe, as part of the Western Sector shopping and leisure complex. Costs phased over 3 years, with the library expected to open in 2003-4. <p>a) Marketing and Awareness</p> <ul style="list-style-type: none"> - Extensive survey of the views and needs of all local residents and library users completed and analysed. - Focus group consultation and presentations to community groups and 		

representatives.

- Publicity package created to raise public awareness and interest
- Friends of High Wycombe Library group launched and developed

b)

Design and Construction

- Heads of Terms finalised, and formal agreement signed with developer
- Design/Build and Fit out responsibilities confirmed
- External and internal design completed following community consultation
- Timetable for construction, completion and opening agreed

- Increase the percentage of users satisfied with library opening hours to 75%
- Ensure library buildings are safe and secure environments for staff and customers by:

a)

Reducing the number of preventable accidents by 10% through implementing a planned programme of health and safety training and risk assessment. 79 accidents were reported in 1999/2000

b)

Reduce incidences of vandalism on library property through a programme of community activities and security measures. Pending guidance from the Risk Management Group on monitoring methods

- Ensure that Library Information and Archive services are accessible to the whole community by:

Implement the Year 1 programme of the Disability Audit Capital Programme

Implement the Year 2 programme of the Disability Audit Capital Programme

a)
Provide Meet the Archivist sessions to 160 individuals in locations throughout the County. This figure will be monitored during 2001/2002 and used for future benchmarking.

b)
Increasing the use of services to Visually Impaired Persons Statistics will be collected 2001/2002 and will be used as a benchmark for future comparison.

c)
Increasing the number of issues from and the number of visitors to the County Reserve Stock. Benchmark figures will be set following refurbishment.

d)
Provide Disability Awareness training to 15 members of staff as Phase 1 of a countywide training programme.

e)
Increase by 1% the % of visitors to Library Information and Archives services who consider they have a disability. The 1999/2000 figure was 13% for Libraries and 18% for Archives

- Manage the Modern Records service within current physical capacity by improving the ratio of boxes destroyed to boxes received to 1:4