

Library
Information
Films
Books
Internet
Library
Learning
Books
Music
Film

Lancashire Library and Information Service

**Access to excellence
Talis – Birmingham
2007**

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The crest of the wave

- CPA assessment – culture block



- Investors in People



INVESTORS IN PEOPLE

- County Information Centres Charter Mark



CUSTOMER SERVICE EXCELLENCE

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Community perception

- **Public Library User surveys**
 - Satisfaction levels high
- **LCC Mori survey**
 - Use and or benefit 62%

Library

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Weather warning!

2006

- **8 Library closures**
- **Negative publicity**
- **Downhill slope**

Library

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Films Books

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Books Film

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Climate change

Government policies and drivers

Long term Budget forecast

Locality agenda

Maintain excellence

Modernise and innovate

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How to Weather the storm

Setting a new course

Political steer

Clarity of business

Library

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Service Review 2006

- **Overview and scrutiny**
- **Task Group**

**Importance in the process
as much as the outcomes**

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Service Review 2006

- **Members visited 54 libraries**
- **Called witnesses from National Regional and corporate levels**
- **Staff**
- **Public**
- **Lancashire locals**

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Service Review 2007

- 16 statements
- 36 Recommendations
- Review programme
- Profiles for 12 Districts
- Web cast six month progress
www.lancashire.gov.uk

Your council
Committees

Overview and Scrutiny
Communities and partnerships

12 April 2007

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Library and Information Service

Service Development Plan

2007 - 2010

www.lancashire.gov.uk/libraries/borrower/plans.asp

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Challenges

Our ultimate challenge is to increase the number of people who use and benefit from our services. To do so we will:

- Define and develop our contribution to the Customer Access Strategy
- Rationalise libraries in Burnley - some small libraries will close to meet the revenue funding for the new community library at Barden; the final recommendation will come from Burnley Lancashire Local
- Provide evidence of increased involvement of local communities in the design and delivery of services
- Provide alternative models to deliver library and information services in rural areas
- Expand self help/self service opportunities
- Make our services and buildings more attractive

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A Modern Library Service?

- **Regenerate**
- **Customer Access Strategy**
- **Community Engagement**
- **Alternative Delivery Models**

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Regenerate

- **John Stanley - Regenerate**
- **Low cost no cost wins**
- **£250,000 capital for 5 years**
- **Big Lottery application**
- **Book Bar Head Space**

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Customer Access Strategy

Three streams

- **Telephony**
- **Self help web access**
- **Face to face**

Library Service

- **Provides all three**
- **Delivery of other services**
- **Touch down points**

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Focussed evidence

**Library enquiry survey
Two weeks in June 2007**

- **45,000 Enquiries in libraries**
- **22,500 Non library knowledge**
- **95% Asked and answered**
- **Examples given**

12,000 CSC Telephone enquiries

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Community Engagement

- **Strategy**
- **Action plan in development**
- **Volunteers**
- **Local shaping/influencing**
- **Local decision making**
- **Real consultation arsenal**
- **Alternative ways to deliver**

www.mla.gov.uk/website/programmes/framework/

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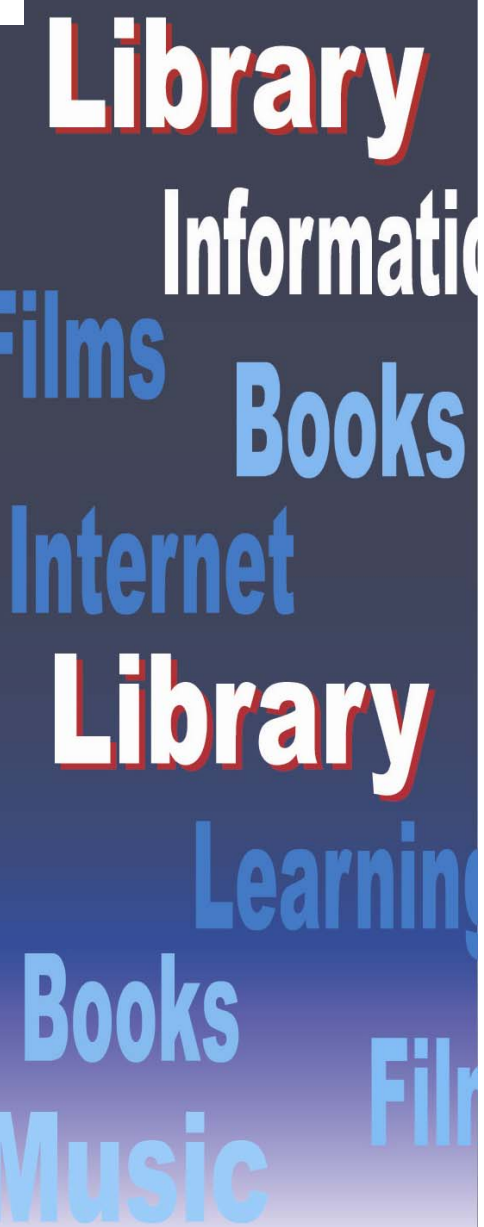
Books

Films

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Alternative Delivery Models

- **Cumbria model**
- **Lancashire Rural Proofing**
- **Shop**
- **Garage**
- **Community centre**



Access to excellence is about Advocacy and influence

- **Direction & political support**
- **Plan to modernise**
- **Case studies and stories**
- **Focussed evidence**
- **Influencing decision takers**

Officers and Civil Servants

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