

Appendix 3: Action Plan 2019/21

Themes	What do we want to achieve?	What actions are required to achieve the success we need?	Responsibility	What are the key PIs that will demonstrate achievement?	Contribution to local, regional, national strategies.
Keeping the service relevant in a rapidly changing environment	Improved and up-to-date digital and computer equipment available at all libraries in RCT.	<p>Evaluate current digital and computer equipment offer.</p> <p>Carry out consultation exercise with library users to identify current needs</p> <p>Explore how we can optimise current technologies and identify new technologies in order to meet identified need.</p> <p>Evaluate current expenditure on digital and computer technologies and rationalise expenditure to better meet current needs.</p>	<p>Information services librarian to lead with nominated staff.</p> <p>Branch staff to deliver consultation exercise.</p> <p>Training of staff on any new technologies introduced by the Library service.</p>	<p>Number of library users that provide positive feedback on the use of digital and computer technologies.</p> <p>Increase in percentage use of available pc time.</p>	<p>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</p> <p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 3 Support for individual development & WPLSQI 11 Online Access</p> <p>RCT Digital Strategy 2020</p>

		Identify and apply for relevant external funding as appropriate.			
	More access to a wider range of electronic resources.	<p>Evaluate current resources to assess their relevance for users.</p> <p>Evaluate current expenditure on electronic resources and realign existing funds to provide resources that reflect service users' current needs.</p> <p>Continue to work with MALD and the Society of Chief Librarians to identify potential All Wales resources.</p>	Principal Librarian Information Services Librarian.	Increased usage of electronic resources	<p>RCT Digital Strategy 2020</p> <p>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</p> <p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 3 Support for individual development & WPLSQI 11 Online Access</p>
	Improved use of social media platforms for promoting the service to current customers and new customers.	Consider the recommendations within the Graduate report. (Library Service Online Facilities: a report	Information Services Librarian. Graduate Officer	<p>Number of visitors to Library social media websites.</p> <p>Number of library posts on social media platforms.</p>	<p>RCT Digital Strategy 2020</p> <p>Libraries Inspire: The strategic</p>

	Work with the Council's marketing team to promote the Library Services online resources.	into their future development) and implement where appropriate.	Support from IT Department.	Number of people stating that they discovered library events via social media	development framework for Welsh libraries 2012-16 Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 11 Online Access
	Digitisation of collections and development of an appropriate platform to enable 24/7 accessibility to online resources	Consider the recommendations within the Graduate report. (Library Service Online Facilities: a report into their future development) and implement where appropriate.	Information Services Librarian. Graduate Officer Support from IT Department	Number of visitors to in-house library websites. Number of photographs uploaded to 'Digital Photographic Archive' Number of articles uploaded to 'Our Past' website.	RCT Digital Strategy 2020 Libraries Inspire: The strategic development framework for Welsh libraries 2012-16 Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicator

					WPLSQI 11 Online Access
	More digital programmes and activities for children and young people at RCT libraries.	Continue to identify and implement opportunities for digital programmes and activities. Promote and expand existing digital programmes and activities. E.g. Microbits, Lego and coding classes.	Children and Youth Services Librarian Senior Assistant Librarian (Youth Work).	Number of digital programmes and activities. Number of participants. Number of participants providing positive feedback on the impact of the event(s).	Libraries Inspire: The strategic development framework for Welsh libraries 2012-16 Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 3 Support for individual development & WPLSQI 6 user attendance at Library Events.
Embedding new models of service delivery	A successful and well-used mobile library service that offers a range of services and is	Ensure the effective implementation of the 'Long Stop' model for mobile services.	Area Librarian (North) Mobile Drivers/Librarians	Number of visitors. Number of partners/organisations	Libraries Inspire: The strategic development framework for Welsh libraries 2012-16

	<p>accessed by customers of all ages.</p>	<p>Develop marketing and promotional activities utilising a range of methods to raise awareness of the service and attract users.</p> <p>Develop staff skills to ensure they can fulfil the needs of mobile library users of all ages.</p> <p>Establish regular meetings with Mobile staff to identify issues/opportunities.</p> <p>Monitor developments on a quarterly basis using data from visitor counters, customer feedback, events and activities. Adjust plans as appropriate.</p>		<p>offering information sessions.</p> <p>Number of book loans</p> <p>Number of users expressing satisfaction with the service.</p>	<p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 4 Support for health and wellbeing, WPLSQI 7 – Location of service points & WPLSQI 8 – Library Use.</p>
	<p>A @homelibraryservice that supports customers to access books in a variety of</p>	<p>Ensure the effective implementation of the @homelibraryservice.</p>	<p>Area Librarian Home Library Service staff</p>	<p>Number of service users</p> <p>Number of tablet loans.</p> <p>Number of book loans.</p>	<p>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</p>

	<p>formats that meet their needs.</p>	<p>Develop marketing and promotional activities utilising a range of methods to raise awareness of the service and attract users.</p> <p>Liaise with the IT department to develop digital loans via a tablet lending scheme</p> <p>Develop staff skills to ensure they can fulfil the needs of digital borrowers.</p> <p>Establish regular meetings with Home Library service staff to identify issues/opportunities.</p> <p>Monitor developments on a quarterly basis using data from member numbers and customer feedback. Adjust plans as appropriate.</p>	<p>Training for staff on the use of digital devices.</p>	<p>Number of users expressing satisfaction with the service</p>	<p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 3 Support for individual development, WPLSQI 4 Support for health and wellbeing, & WPLSQI 8 – Library Use.</p>
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	<p>Well-used libraries at the heart of their communities co-located with other services and partners in community hubs at:</p> <ul style="list-style-type: none"> • Ferndale • Mountain Ash • Porth • Pontypridd (Taf Vale) • Tonypandy? 	<p>Work with the Council's Corporate Estates department to develop library services within identified Hub locations.</p> <p>Ensure the smooth transition of library services from existing locations to community hubs.</p> <p>Ensure that the relevant staff receive training required to enable them to work proficiently within a Hub environment.</p> <p>Continuously monitor training needs and seek appropriate training opportunities as staff roles develop.</p> <p>Work in an integrated way with other services and partners to develop good working practices and provide community</p>	<p>Head of community Services Principal Librarian Area Librarians Branch Staff</p> <p>Support of Hub partners and organisations.</p>	<p>Number of service users</p> <p>Number of book loans.</p> <p>Number of partners/organisations offering sessions/activities.</p> <p>Number of users expressing satisfaction with the service</p>	<p>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</p> <p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 4 Support for health and wellbeing, & WPLSQI 5 – User Training.</p>
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		<p>activities and information.</p> <p>Monitor customer feedback and respond accordingly to ensure our services meet customer needs.</p>			
Improving the library experience for customers	All library buildings to be attractive and suitable for the needs of the communities that they service.	<p>Continue to work with the Corporate Estates department to make improvements within existing budgets.</p> <p>Identify and apply for relevant external funding as appropriate.</p>	Principal Librarian Area Librarians	<p>Number of users expressing positive feedback.</p> <p>Increase in facilities available within service as a whole.</p>	<p>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</p> <p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 1 Making a Difference & WPLSQI 2 – Customer Satisfaction.</p>
	More access to learning opportunities for all ages.	Work with leading Essential Skills and Adult Learning partners to	Head of Community Services	Number of attendees at learning activities.	Libraries Inspire: The strategic development

		<p>develop a programme of relevant provision in Libraries.</p> <p>Jointly market the courses using both Library and partner marketing methods and opportunities. For example Adult Education brochures, Library Service Facebook page.</p> <p>Work with Community Partners to co-produce events and activities.</p> <p>Develop closer links with secondary schools to establish a programme of activities aimed at Welsh Baccalaureate pupils.</p>	<p>Principal Librarian Area Librarians Youth Services Librarian.</p>	<p>Number of partners/organisations offering sessions/activities.</p> <p>Percentage of users stating that they achieved their desired outcome by attending the activity.</p>	<p>framework for Welsh libraries 2012-16</p> <p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 1 Making a Difference & WPLSQI 3 – Support for individual development,</p>
	<p>Well -developed Reader Development Programmes for all ages</p>	<p>Continue to run the Summer Reading Challenge and promote the Every Child a Library Member (ECALM) campaign in order to stimulate a love of</p>	<p>Principal Librarian Area Librarians Youth Services Librarian.</p>	<p>Number of participants</p> <p>Number of book loans.</p>	<p>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</p>

		<p>reading and learning among children and young people.</p> <p>Promote the development of Reading Groups for all ages including Alternative Reading Groups for those with visual issues.</p> <p>Continue to purchase and promote book stock aimed at readers who are less confident in their reading skills. E.g. Quick Reads.</p> <p>Continue to support campaigns that promote reading and the benefits of reading. E.g. World Book Day and the Reading Well scheme.</p>			<p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 3 – Support for individual development, & WPLSQI 8 – Library Use</p>
	<p>Greater access to information and advice services within libraries including:</p>	<p>Work in an integrated way with other services and partners to develop good working practices and expand on existing</p>	<p>Principal Librarian Area Librarians</p>	<p>Number of advice/information sessions offered.</p>	<p>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</p>

	<ul style="list-style-type: none"> - Digital assistance - Health and well-being advice 	<p>schemes and activities. E.g. The Reading Well scheme and Digital Fridays.</p> <p>Continue to develop Community Hub service model and build upon opportunities these create for partnership working.</p>		<p>Number of participants engaged that indicated a positive impact from the advice/activity.</p> <p>Number of Reading Well items issued.</p>	<p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 3 – Support for individual development, & WPLSQI 8 – Library Use</p>
	<p>Programmes of cultural activities developed with other partners.</p>	<p>Continue to open up library space for culture and creative activities, with the library acting as host to artists and organisations.</p> <p>Collaborate on National, Regional and local cultural events. E.g. Summer Reading Challenge, Armed Forces Day and Rhondda Arts Festival Treorchy (RAFT)</p> <p>Work with the Arts Service, Heritage Service</p>	<p>Principal Librarian Area Librarians Branch Librarians</p>	<p>Number of Cultural Activities held.</p> <p>Number of attendees at Cultural activities</p> <p>Number of attendees at cultural activities stating that participation has increased their knowledge/skills.</p>	<p>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</p> <p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicators WPLSQI 4 Support for health and wellbeing & WPLSQI</p>

		and external partners on specific cultural projects.			6 – User attendance at library events.
	Well-qualified and skilled staff able to offer advice and support on a wide range of issues.	<p>Carry out a staff skills audit to identify individual training needs.</p> <p>Develop a training plan based upon the findings of the skills audit and ensure the implementation of this plan.</p> <p>Continue to invest in staff development and support identified staff to achieve a recognised library qualification.</p> <p>Continue to support staff with ad-hoc training as and when required/available.</p>	Principal Librarian Area Librarians Graduate Officer Information Services Librarian Youth Services Librarian	<p>Number of staff training hours.</p> <p>Number of staff training events.</p>	<p>Libraries Inspire: The strategic development framework for Welsh libraries 2012-16</p> <p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicator WPLSQI 13 – Staffing Levels and Qualifications.</p>
	Good use made of volunteers to add capacity to the service	Continue to identify and develop volunteer opportunities and	Principal Librarian Area Librarians Information Services Librarian	<p>Number of volunteers</p> <p>Number of volunteering hours</p>	Libraries Inspire: The strategic development

		<p>promote these through all available platforms.</p> <p>Continue to support work placement opportunities within established council guidelines.</p> <p>Work to develop a number of volunteering opportunities for Welsh Baccalaureate students.</p>	<p>Youth Services Librarian</p>		<p>framework for Welsh libraries 2012-16</p> <p>Connected and Ambitious Libraries: The Sixth Quality Framework for Welsh Public Libraries 2017 -20. – Quality Indicator WPLSQI 13 – Staffing Levels and Qualifications.</p>
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