

DUNDEE CITY COUNCIL

REPORT TO: Communities Committee - 16 April 2007
REPORT ON: Public Library Quality Improvement Matrix for Scotland
REPORT BY: Director of Leisure and Communities
REPORT NO: 239-2007

1.0 PURPOSE OF REPORT

- 1.1 To bring to the Committee's attention the Public Library Quality Improvement Matrix for Scotland.

2.0 RECOMMENDATIONS

It is recommended that:

- 2.1 The Committee note the publication by the Scottish Executive of the "Public Library Quality Improvement Matrix for Scotland - Building on Success".
- 2.2 Acknowledge the profile achieved by Dundee City Council's library staff in the drafting of the document and in piloting its use.

3.0 FINANCIAL IMPLICATIONS

- 3.1 There are no direct financial implications arising from the publication.

4.0 SUSTAINABILITY POLICY IMPLICATIONS

4.1 Sustainability

The Public Library Quality Improvement Matrix will form a contributory part of the Strategic Quality Assurance Framework which will be used by local authorities to monitor and assess their performance. The Framework has been developed in response to Best Value, Efficient Government, and the Quality Agenda. Its application is intended to improve both the efficiency and sustainability of public library services in Scotland.

4.2 Strategic Environmental Assessment

The quality indicators are informed by environmental criteria and these will form part of the assessment of effectiveness under several of the indicators.

4.3 Anti-Poverty

The provision of free access to books for borrowing and free access to the internet as well as a range of activities means opportunities for learning and recreation are not based on the ability to pay.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 Quality indicator 5 - Ethos and Values - emphasises the importance of equality and inclusion for all users. The Matrix emphasises the removal of barriers to access and the promotion of a high quality library service that is accessible to all.

6.0 MAIN TEXT

- 6.1 In March 2007, the Scottish Executive published a Public Library Quality Improvement Matrix for Scotland: "Building on Success", in partnership with the Scottish Library and Information Council.
- 6.2 In her foreword, the Minister of Tourism, Culture and Sport highlighted that with the publication of "Scotland's Culture" in 2006, the Scottish Executive recognised the value and importance of culture to everyone's lives. The Public Library Service is recognised in this publication as contributing to the wealth of cultural provision by sitting at the very heart of the nation's cultural life and identity.
- 6.3 The publication of the Draft Culture (Scotland) Bill and the Statutory Guidance published in December 2006 signalled how cultural entitlement could be developed, managed and measured. The Public Library Quality Improvement Matrix will form a contributory part of the Strategic Quality Assurance Framework that is being developed for local authorities to use in monitoring and assessing the performance of their cultural services.
- 6.4 The Matrix is based on the selfevaluation framework developed by the European Framework for Quality Management (EFQM), which has been adopted by Dundee City Council and a number of other local authorities in Scotland. The framework has also been developed in the way which is consistent with the HMIE Quality Indicators, with a six point scale, rising from "unsatisfactory" to "excellent".
- 6.5 The document sets out the Scottish Executive's priorities for the development and improvement of the Public Library Service over the next three years. Twelve specific recommendations for improvement are set out in Appendix 1.
- 6.6 The quality indicators themselves have been divided into the following seven categories:
- access to information
 - personal and community participation
 - meeting readers' needs
 - learners' experiences
 - ethos and values
 - organisation and use of resources
 - leadership
- 6.7 Within the main body of the publication, each of the quality indicators is further expanded with a brief descriptor.

- 6.8 Examples of entitlements and a statement of the trigger questions which should be asked to generate the evidence against which performance can be judged and areas for improvement are identified.

7.0 RECOMMENDATIONS

- 7.1 Dundee was also one of nine councils which piloted the application of the Quality Indicators over the past twelve months.
- 7.2 Dundee City Council has been closely associated with this project from the outset, and the publication acknowledges "in particular the help provided in the production of the document by Moira Methven (Dundee City Council)".
- 7.3 The Quality Indicators closely reflect many of the developments with which the Library Service in Dundee has been associated through its integration with Adult Learning, its critical role in the provision of Community Information, and the strategic role adopted by the City Council in developing Library and Learning Centres as local "community access point" strategically placed and developed across the City. Central Library is a gateway to a range of facilities contained in one accessible building, with library services working closely with other agencies including Citizens Advice and Discovery Credit Union, to meet the changing needs of the City.
- 7.4 The thinking which has been central to the development of the first class Library and Information Service in Dundee is evident in the development of the Scottish Public Library Quality Improvement Matrix.
- 7.5 The challenge to Dundee will be to continue to apply the Quality Indicators robustly and to maintain the standard of library and information service which has informed the generation of these indicators.

8.0 CONSULTATION

- 8.1 The Chief Executive, Depute Chief Executives (Support Services) and (Finance), and the Assistant Chief Executive (Community Planning) have been consulted on this report and are in agreement with its contents.

9.0 BACKGROUND PAPERS

The following background papers were relied upon in the preparation of this report:

- 9.1 "Building on Success: A Public Library Quality Improvement Matrix for Scotland" - Scottish Executive, March 2007.
- 9.2 "Draft Culture (Scotland) Bill Guidance Document" - Scottish Executive, Education Department, 2006.

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29 March 2007

SCOTTISH EXECUTIVE PRIORITIES (DECEMBER 2006)

Recommendations for the Framework for Delivery of Library Services:

1. Authorities must adopt and publish a vision and policy objects for the public library service.
2. Public library services in a local authority area must be planned and provided in consultation with other services, consistent with the strategic priorities agreed as part of the community Planning process.
3. Public library services must prepare, approve and publish a resource management and collection policy. This policy should be implemented and reviewed using evidence based stock management processes.
4. Public library services should ensure that stock is relevant and in good condition. This should be monitored and reported through the Public Library Quality Improvement Matrix.
5. Public library services should ensure their library management system is fully compliant with standards and the National Entitlement Card Scheme.
6. All library resources must be accessible via a web-enabled catalogue and local networks for use by individuals and communities. Catalogues should be standards compliant and be available for cross searching with those of other services.
7. Public library services must prepare and approve an Acceptable Use Policy for Internet and PC use.
8. Libraries should purchase and promote Scottish Material in its widest sense.
9. Public library services should be encouraged to co-operate with other library and information services, working towards greater sharing of resources at local, regional and national level.
10. Libraries should undertake regular market research, review customer feedback and develop marketing strategies for their services using robust and quality mechanisms.
11. Local authorities should carry out a review of public library services, using the Public Library Quality Improvement Matrix to demonstrate Best Value and the delivery, in due course, of cultural entitlements.
12. Local authorities should make the report of the Public Library Quality Improvement Matrix process available to the public.