

REVIEW OF INVERCLYDE LIBRARY SERVICES

- QUALITY INDICATOR 1: ACCESS TO INFORMATION



HOW GOOD IS OUR PUBLIC LIBRARY SERVICE?



REVIEW OF INVERCLYDE LIBRARY SERVICES

Introduction

This report is the Self-Evaluation and Peer Review of Inverclyde Library Services into the following quality indicator:

• QI 1 – Access to Information

The Self-Assessment was undertaken by members of staff within Inverclyde with quality indicator 1 being led by the Team Leader (Libraries) and including the Programme Development Librarian, Information Services Librarian, Senior Library Assistant: Learning Services, Senior Library Assistant: Young People's Services: Senior Library Assistant: Technical Services, Senior Library Assistant: Readers' Services (maternity leave), Supervisor: Kilmacolm Library and Library Assistant: Central & Gourock Libraries representing a wide range of the Libraries team.

Peer Review

The Peer Review visit took place at Libraries HQ in Greenock Central Library on 30 January 2018 and was conducted by a Convener and two other assessors. The assessors met with a variety of stakeholders including health and education partners and customers during the lunch session. Visits were also undertaken to Kilmacolm Library, Inverclyde Heritage Hub, Book Buddies pop-up library at Blairmore Nursery, What's It all About? IT class at Port Glasgow library and Greenock Central Library.

Results

The Peer Review Panel commend Inverclyde Library Service for their strong commitment to staff development and training. We were very impressed with the way that staff training addressed the needs of the service and also of the value that staff put on these opportunities and understood how the training improved their practice and joined up the service. We also appreciated the management of significant on-going change both driven by internal desire to refine and improve services by exploring new ways of working and also in response to external pressures.

We were very grateful for the team's preparation and willingness to engage in an open discussion about their information services and the enthusiasm and commitment throughout the service is commendable.

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The evidence presented in the self-evaluation demonstrates that there are some notable strengths in provision here, including:

- Clear leadership demonstrated throughout the organization
- A very strong staff training programme
- Au-some Libraries project although still in the early stages demonstrates very good practice
- The development of the learning offer
- The Heritage hub bringing together Local, Archives and Museums resources is a very good service for the community and example of the advantages of working together

The Peer Review Panel saw some examples of very good practice and were impressed by Inverclyde's management of change and the way that information services were developing as Inverclyde seeks to improve performance. During the visit we saw and heard some good examples of impact and the value of the library service. The consistent use of project planning profiles for all projects would have allowed this evidence to be better used for self-evaluation in terms of the library's own ability to demonstrate what it does and what difference it makes to individuals and the community. The Inverclyde Heritage Hub was a very good example of bringing different services together to provide an improved customer experience.

The Peer Review Panel endorses the Self-Evaluation Report and agrees with the rating given by Inverclyde Library Service.

Quality Indicator 1 (Access to Information) is LEVEL FOUR

LEVEL FOUR – GOOD.

- Important strengths that have a positive impact.
- Few weaknesses that do not have a substantial adverse effect.
- Some examples of good practice.
- Services seeking to raise performance further, and addressing areas of improvement.

Quality Indicator	Self-Evaluation rating (1-6)	Peer Review rating (1-6)
QI1 – ACCESS TO INFORMATION	4	4

IMPROVEMENT ACTION PLAN

The Peer Review Panel endorses the Improvement Action Plan for Inverclyde Library Service (Self Evaluation Report pages 18-19 and summarised below.

Quality Indicator 1 – Access to Information

- Branch audit to identify how we can improve the flexibility of the space and support more reading opportunities, library activities and partnership projects
- Implement the Consultation and Engagement Strategy and use findings from surveys to support and inform the results of the audit.
- Spydus improvements: roll out Spydus circulation over 4G, when available, to support outreach programmes and focus on OPAC development once commissioning is easier.
- Give consideration to the roles and remits of the staff within the new Programme Development structure to ensure needs and priorities are reflected.

KEY RECOMMENDATIONS FOR IMPROVEMENT ACTION PLAN

The Peer Review Panel, while endorsing the Improvement Action Plan for Inverclyde Library Service, makes the following additional **key recommendations**:

- Consistent approach to gathering evidence of Impact
- Developing partnerships to extend sustainability of services

Whilst endorsing Inverclyde's Improvement Action Plan, the panel suggests that the role of information be clearly defined within the new Programme Development Structure.

The panel recommends that Inverclyde have a consistent approach to the use of project planning profiles across the service to ensure an outcome focused approach to projects and to gathering and understanding evidence of impact.

The panel also recommends that Inverclyde continue to develop partnerships with key stakeholders to support sustainable services and to increase coverage of services.

CONCLUDING COMMENTS

The Peer Review Panel wish to express their thanks to all members of staff at Inverclyde Library Services for preparing the self-assessment report and for their engagement on the day of the Peer Review visit. We would also thank all stakeholders who met with us.