Scottish Library and Information Council

Strategic Plan 2011-2014

Libraries are welcoming, free, safe and politically neutral public spaces. They provide a safety net for all in society for free books, information and learning. 60% of the population use our public library services plus more who use the tailored services provided in our schools, colleges, Universities, health services and business.

All library services are facing changes as a result of financial constraints and there is pressure to cut services, which will be very unpopular with the public. In schools, colleges and universities there is already steady erosion of investment which will affect quality, attainment and, over the long term, Scotland's competitiveness.

This is at a time when the users expect new cutting-edge services and with greater personalisation – flexibly, freely and without barriers

The Council believes that its strategy for 2011-2014 will build the work outlined in "Libraries Connecting People and Communities" [1]published in November 2010

Our members provide

Support for Skills, Employability and Research

- Free access to quality and personalised information services
- Relevant resources for lending and study for all ages, abilities and interests
- Learning opportunities, taken up on a voluntary basis and some accredited learning centres
- Assistance from skilled staff
- Space and support to learn, study and research
- Public access computers including adaptive technologies to support those who need extra help
- National and local partnerships which support learning for life

Support for Curriculum for Excellence

- Assistance with the development of independent learning skills
- Access to a wide range of information in a range of formats
- Support for attainment

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[1] http://www.lovescottishlibraries.org/storage/LibraryPolicyBriefing.pdf

- Support for the development of information literacy and digital skills
- Help with the effective use of information technology in learning and teaching
- Computer/broadband connection for those who do not have it at home
- Support for the effective implementation of GLOW
- Knowledge and skills in promoting reading for enjoyment
- Support for personal and social development

Support for Individuals and Families

- free access to books for lending and study for all ages through the library network in Scotland
- support for local heritage and culture
- activities and programmes to encourage adults to enjoy libraries and reading like author visits, book festivals and reading groups
- activities and programmes to encourage children and young people to enjoy libraries and reading like Bookbug, Summer Reading Challenge and information literacy programmes
- opportunities for family learning and family activities like story and rhyme thymes
- public access computers offering access and support to use local and national government online services
- adaptive technologies to support those who need extra assistance to access learning materials
- parenting information
- promotion of health and well being through healthy reading promotions and books on prescription services

The future

The future operational landscape for libraries is Scotland will be pressured. Services face financial and capacity issues to deliver change and innovation, which need to be balanced with current user needs, expectations and perceptions.

Key drivers for the Scottish Government are economic competitiveness and growth, improved and flexible workforce, improving communities and healthier nation. National outcomes will drive public sector performance in the next five years. A key role for SLIC will be to demonstrate how library and information services underpin these objectives

Supporting our members

To date SLIC's successes have come from its focus on an enabling role to lead strategic activity to improve and develop service provision and support to our members.

We will continue to work pro-actively with and on behalf of members to support, maintain and improve library service provision in Scotland. Our advocacy and lobbying is of even greater importance at times of fiscal pressure. For every £1 our members pay, we have been able to attract a further direct financial contribution of £3 for the sector and indirect benefit of time and resources of approx £2.

SLIC membership offers:

- Opportunity to influence and shape library provision in Scotland
- Representation of members' views to Scottish Ministers and the Scottish Government;

- Representation and negotiation on key UK and European issues which influence the effective delivery of library and information services. E.g licensing, copyright, skills and the digital agenda
- Inclusion of members' views on policy issues raised in Scottish Government consultations;
- Strategic and other partnership work with key agencies in Scotland, UK and Europe such as COSLA, Audit Scotland, CIPFA, Scottish cultural agencies, Learning and Teaching Scotland, HMIe, Universities Scotland, Scottish Funding Council
- Continuing commitment to recommend and update appropriate quality and other service standards and to work with members to achieve objectives
- free or low cost training and networking events
- development of benchmarking and research base
- support for Information briefing meetings for our sectoral networks
- Support for Specific sectoral projects and priorities
- Support for the development of the Shared Services agenda through the National Entitlement Card, Scotland's Information, Ask Scotland and procurement through JISC Collections;
- An opportunity to make an annual application to the SLIC Innovation and Development Fund for members, with grants of up to £10,000 and for public libraries access to PLQIM Funding;
- Consultancy, assistance and advice up to 2 days without additional charge;
- Two free places per institution at a SLIC hosted annual Service Innovation Showcase to promote significant developments across the sectors;
- A hosted area on SLAINTE website with support tools, news and events;

How will we approach this?

Our key work priorities cover the following themes

- Quality, standards and evaluation
- Innovation and Service Development
- Co-ordination, collaboration and co-operation
- Workforce development

Quality, standards and evaluation

Key outcome	How will we do it?
Improved library and information provision in our schools, communities, universities and colleges	Research, develop, monitor and re-configure standards and self evaluation tools Develop quality assurance processes and benchmarks to monitor standards Advise on standards development and implementation Encourage and develop flexible service delivery models which are user focused Ensure representation at key strategic forums in

	UK and Europe and play an active role in any negotiations
	Support sectoral priorities
Promote and Contribute to Improved standards of literacy and digital skills in Scotland	Develop programmes in partnership which support literacy and digital skills. Advocate the role of library and information services
Build an evidence base to inform policy and support decision-making.	Undertake research and evaluation programme on SLIC funded projects Horizon scan for policies and programmes which influence the delivery of services Collaborate with others to support and develop research base

Innovation and Service Development

Key outcome	How will we do it?
Improve services through joint and cross sectoral initiatives	Advocate and explore funding opportunities to develop and improve services Monitor impact of service innovation Provide opportunities for members to bid for funds which support SLIC priorities Articulate and advocate the difference library services make to education, society and the economy
Support digital initiatives, promoting the role of library and information services in all sectors	Disseminate good practice and provide a knowledge network to members Establish mechanisms to ensure good practice is transferable to other services Advocate for cross sectoral funding to support innovative and digital collections development

Co-ordination, collaboration and co-operation

Key outcome	How will we do it?
Demonstrate the value of co-ordination, collaboration and Co-operation	Work with and across sectoral networks to encourage innovation and share good practice
Provide a focus for knowledge sharing and the development of user centred services; Co-operate and collaborate with other relevant UK agencies where appropriate.	Provide advice to library and information services on the development of electronic networks.
Promote co-operation and collaboration across all sectors of the library and information community and related organisations to encourage co-ordinated service development	Engage with strategic stakeholders to develop programmes which contribute to public service reform and efficiency, economic development and health improvement and support a sense of identity and place; Work with strategic stakeholders to develop programmes which encourage innovation through working together or on behalf of other services; Evaluate the impact of collaboration

Workforce development

A key partner to supporting our Workforce Development objectives is CILIP in Scotland. Both have a shared ambition to ensure that our staff have the key skills to provide high quality professionally run services. The demise of LLUK will place a greater role for SLIC and CILIPS to jointly ensure that a strong flexible workforce can be developed and that we share good practice

Key outcome	How will we do it?
High quality flexible workforce	Develop delivery models for the future with CILIPS, CILIP , SQA and Sector Skills Council Develop job descriptions which reflect the operation landscape and highlight the Unique selling points of professional librarians
Develop positive and productive relationships with emerging information professions and related disciplines	Consider with key stakeholders how recruitment and retention issues can de addressed in the next 10 years, in particular middle management issues, linked to CPD and forward/succession planning Consider other skills sets and standards which add value to library and information services footprint

Our key work priorities are, more detail will be outlined in our annual business plan

Support for Skills, Employability and Research

- Programmes which create a "Wired Scotland"
- Support for shared services such as the National Entitlement Card, Joint Procurement and shared facilities
- Expansion and support for SHEDL to provide a range of on-line journals
- Support for open access publishing in our universities and colleges
- Offer a range of digital taster sessions and accredited programmes through our library network in Scotland
- Widen the range of digital resources in our publically funded institutions
- Development of library and information services to which support skills and economic competitiveness
- Support and develop self evaluation frameworks to improve services and drive change

Support for Curriculum for Excellence

- Ensure our children and young people have access to the full range of resources they need to achieve their maximum potential
- Support the delivery of Curriculum for Excellence
- Support the effective implementation of Glow
- Support library staff to play a full part in the delivery of Curriculum for Excellence
- Provide skills development for library staff who work within colleges and schools
- Encourage partnership working and sharing of resources
- Support for Individuals and Families to engage in learning

Support for individuals and communities
- Ensure a wide range of reading material and formats to meet the needs of all ages, abilities and interests
- Programmes which encourage greater engagement with higher education and support research
- Ensure libraries continue to offer a wide range of reading activities to promote and support literacy
- Provide wi-fi in public libraries extending free access to broadband internet
- Support shared services such as the National Entitlement Card, Joint Procurement and shared facilities
- Develop and promote digital services promoting Scotland's heritage
- Offer a range of family learning events
- Support learning at all its stages
- Information to support family life and encourage health and wellbeing

National Outcomes

1. We live in a Scotland that is the most attractive place to business in Europe.
2. We realise our full economic potential with more and better employment opportunities for our people.
3. We are better educated, more skilled and more successful, renowned for our research and innovation.
4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
5. Our children have the best start in life and are ready to succeed.
6. We live longer, healthier lives.
7. We have tackled the significant inequalities in Scottish society.
8. We have improved the life chances for children, young people and families at risk.
9. We live our lives safe from crime, disorder and danger.
10. We live in well-designed, sustainable places where we are able to access the amenities and services we need.
11. We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
12. We value and enjoy our built and natural environment and protect it and enhance it for future generations.
13. We take pride in a strong, fair and inclusive national identity.
14. We reduce the local and global environmental impact of our consumption and production.
15. Our public services are high quality, continually improving, efficient and responsive to local people's needs.