

# REVIEW OF ANGUSALIVE CULTURE, SPORT AND LEISURE TRUST LIBRARY SERVICES

- **QUALITY INDICATOR 2: READERS' EXPERIENCE**



**HOW GOOD IS OUR  
PUBLIC LIBRARY SERVICE?**



**FINAL REPORT: JUNE 2017**

## Introduction

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

- QI 2 – Readers’ Experience

The Self-Assessment was undertaken by members of staff within ANGUSalive Libraries with quality indicator 2 being led by the Adult and Community Development Co-ordinator, with input from the Children and Families Development Officer, the Rural and Home Delivery Services Officer and the Libraries and Access Facilities Co-ordinator, plus support from the Principal Officer – Libraries, Customer and Culture.

## Peer Review

The Peer Review visit took place at Kirriemuir Town Hall on 13 June 2017 and was conducted by a Convener and two others. There were no observers in attendance. The assessors met with a variety of stakeholders during the lunch session. Visits were also undertaken to Forfar and Kirriemuir Libraries, and one of ANGUSalive’s mobile libraries.

## Results

The Peer Review Panel commend ANGUSalive Library Service for having very dedicated and enthusiastic staff who work well together as a team, a fact that is all the more impressive since the service has undergone a great deal of change recently, with the integration of Library and ACCESS (Angus Council’s face-to-face customer contact service) in November 2015. This led to a completely new staffing structure with a new hierarchy, new job roles, titles and grading. In addition, Angus Libraries became part of ANGUSalive Charitable Trust in December 2015. The Peer Review Panel met with a number of both strategic and frontline staff as part of the Peer Review Visit, and were impressed by the energy and commitment of all, particularly as a number of staff had not worked in libraries prior to the service integration in November 2015. Overall, the Panel felt that the service was in the early stages of a journey towards first class service delivery and that the direction of travel is a positive one.

## Quality Indicator 2: Readers’ Experience

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

- A good range of activities and events to support reader development;
- A good level of attention to stock management and development, which has led to a steady increase in issues;
- Successful partnerships with a range of local and national organisations.

The Peer Review Panel note that there is good feedback evidence from the service and its wide range of activities and events. Similarly, there is good participation in and engagement with such activities. It would be useful for further consideration to be given as to how this participation and engagement subsequently has impact on both individuals and the wider community. The outcomes of, for example, good attendance or positive feedback, are helpful, but further consideration of what difference these make to individuals and communities and the impact they have would be beneficial.

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

Quality Indicator 2 (Readers’ Experience) is LEVEL THREE (SATISFACTORY).

- Provision where strengths just outweigh weaknesses.
- Individuals have access to core service provision.
- Strengths have a positive impact on individuals’ experiences, while weaknesses have some adverse effects of the quality of the users’ experiences.
- Services will seek to address areas of improvement while building further on strengths.

Quality Indicator	Self-Evaluation rating (1-6)	Peer Review rating (1-6)
QI2 – Readers’ Experience	3	3

## IMPROVEMENT ACTION PLAN

The Peer Review Panel endorse the Improvement Action Plan for ANGUSalve Library Service (Self Evaluation Report p32-33) and summarised below:

### Quality Indicator 2 – Readers' Experience

- Carry out reader development training with all frontline staff
- Carry out in-depth catalogue search training with all frontline staff
- Review mobile library service to ensure appropriate service provision wherever possible
- Review and improve offer to reading groups
- Establish an online reading group
- Review provision of ESOL/community language materials
- Investigate and establish a focus group for customer feedback
- Align buying policies more closely to CollectionHQ data

## KEY RECOMMENDATIONS FOR IMPROVEMENT ACTION PLAN

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

- The Panel would recommend the swift implementation of the Improvement Action Plan identifying and acting on those which are strategic and those which are operational in appropriate ways.
- The Panel would emphasize the importance of the early consideration of a project planning mechanism for gathering meaningful and impactful evidence in projects and partnerships which is beyond outcomes or metrics. For future self-evaluation, it will be important for the library to demonstrate its ability to articulate the difference it makes to individuals and communities.
- Evidence of customer consultation was largely missing from the self-assessment and the Panel would recommend that including service users in planning service delivery is good practice which should be carried out wherever possible.
- The Panel commends the recent review of staffing structures which has removed the strategic team from the frontline and allowed them to concentrate on overall service development. However, the Panel felt that strategic staff were in some cases still very involved at an operational level. The Panel would emphasize that the restructure will only have the desired results if Facilities Officers and their teams are allowed to take ownership of their libraries, while working towards a common planning, delivery and evaluative mechanism set down by the strategic team.

## CONCLUDING COMMENTS

The Peer Review Panel wish to express their thanks to all members of staff at ANGUSalve 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.