

## How Good is Our Public Library Service – Planning Template

The suggested timescale for completing the How Good is Our Public Library Service self-evaluation process is outlined below. Individual library services should adapt this to suit their own circumstances, staff availability and priorities. It is recommended that the self evaluation should be completed within five months but it is recognised that the planning process will have started within library services before this. Agreeing key milestone dates with the team involved will help ensure momentum is maintained and the process is kept on track. Using the different elements of RADAR© will help you to consider more thoroughly in which aspects you are doing well, and where there is opportunity for improvement. This will be particularly helpful in the activities in weeks 3 and 4.

Timeline	Activity	Responsibility
Week 1	Determine scope of the project, consider the staff team and participants who may be involved. Notify SLIC of intentions to submit in a particular QI.	[Name here]
DD MM YYYY	Deliver presentation to management and staff to introduce the concept and benefits of conducting the How Good is Our Public Library Service (HGIOPL) self-evaluation process	[Name here]
Week 2	Select and invite staff team to be involved with the Quality Indicator (QI) self-evaluation process.  Suggested closing date for staff interested in participating in the HGIOPL self-evaluation process is: DD MM YYYY	[Name here]
Week 3 DD MM YYYY	Training and preliminary evaluation session: The HGIOPLS self-evaluation framework – the five QI areas and the QI(s) selected for evaluation in this round <ul style="list-style-type: none"> <li>• Conduct an initial self-assessment</li> <li>• Identify strengths and areas for improvement</li> <li>• Identify preliminary evidence of impact</li> <li>• Ask the ‘So What’ question</li> <li>• List the possible evidence base</li> </ul>	[Name here]
From Week 4	Gather evidence against QI area(s) <ul style="list-style-type: none"> <li>• Assess evidence, impact, assign performance levels</li> <li>• Identify areas of ‘good practice’ to share</li> <li>• Draft written Self-Evaluation Report</li> <li>• Develop an Improvement Plan</li> </ul> Head of Service to discuss with Convener of Panel. Agree dates of visit when panel membership confirmed.	[Name here]
By Week 12 DD MM YYYY	Finalise draft Self-Evaluation Report and provide to Peer Reviewers along with key evidence (as appropriate). Report must be with the Peer Reviewers at least two weeks prior to the visit.	[Name here]
By Week 14 DD MM YYYY	Peer Reviewers <ul style="list-style-type: none"> <li>• Review the draft of the Final Report. The convener must give the library service notice of any other information required at least four working days ahead of the visit.</li> <li>• Visit library service, visit branch libraries, observe activities, hold discussions and view evidence</li> <li>• Provide feedback to library management team</li> </ul>	[Name here]
By Week 18	Complete written Peer Review Report on the Self-Evaluation Report. This is then sent to the library service for fact checking and amendment before the Final Report (comprising Self-Evaluation Report and Peer Review Report) is presented to SLIC for ratification. The Peer Review Report should also verify that the process was conducted in accordance with the framework.	[Name here]

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By Week 20

Commence implementation of the Improvement Action Plan. Library service takes improvement action plan forward into business planning and service delivery cycle.

[Name here]