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Scottish Library and Information Council

Annual Operating Plan

2009-2010

Mission Statement

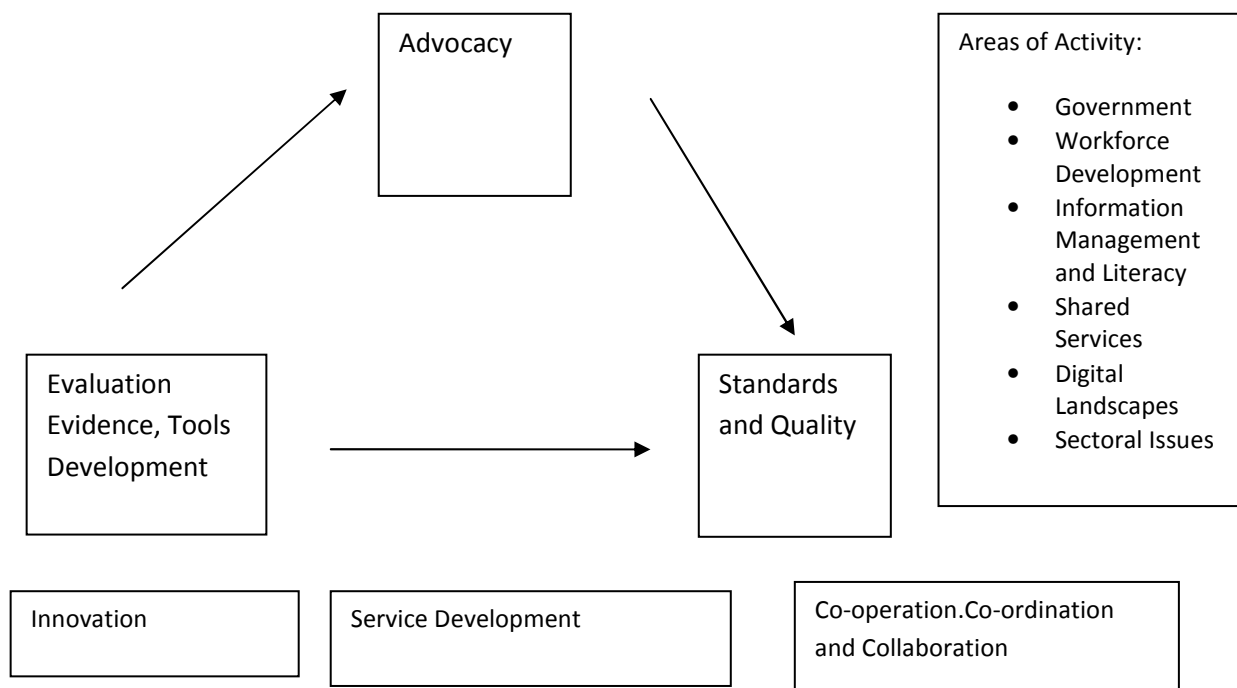
To provide leadership and act as the primary focus, co-ordinator and promoting agent for all library and information services in Scotland, and to support their work for the benefit of the nation and the development of its cultural life.

Primary Tasks

- *Provide leadership to library and information services and facilitate the co-ordination of these services.*
- *Promote understanding of the contribution of the library and information services to life of the nation.*
- *Monitor standards of provision of library and information services and advocate the development required for their continuing vitality.*
- *Advise Scottish Ministers upon library and information service matters.*
- *Undertake research and provide information, education and advice to its members*
- *Liaise with other organisations and institutions*
- *Award grants to promote innovation and development in Scottish library and information services.*

The current Scottish Library and Information Council's Strategic Plan available at <http://www.slainte.org.uk/files/pdf/slic/reportsplans/Strategic%20Plan%202007-2010.pdf>

SLIC's operational framework can be viewed in the under- noted diagram



The annual operating plan manages the development, improvement and evaluation of work in these strategic areas.

This annual operating plan for 2009-2010 indicates the **likely** areas of work carried out by officers and the Board to develop strategy and assist the membership to deliver and develop information and library

services through advocacy, evaluation and research and standards and quality, which is underpinned by stimulating innovation, service development and co-operation. Operational priorities can vary depending on the nature of sectoral requirements, the status of partnerships or requirements from the Scottish Government on an annual basis and available funding. It will build on the work reported in the 2008-2009 annual report.

SLIC Board has identified underpinning principles and priorities for work in the incoming year.

- Advocacy to stakeholders and with others
- Quality and impact
- Participation and communication
- Collaboration, co-ordination and shared services
- Skills for Scotland and lifelong learning
- leading the digital agenda
- transformational change for sustainable future
- succession planning, including skills development, staff shortages
- developing member support, services and products.

<p>SLIC Strategic Area <i>Quality, Standards and Evaluation</i></p>	
<p>Strategic Objectives Council will:</p> <ul style="list-style-type: none"> • Develop standards and appropriate self evaluation frameworks to service delivery and ensure that these reflect Scottish Government strategic objectives • Develop quality assurance processes and benchmarks which assist in the monitoring of the impact of library services • Advise on standards development and implementation • Develop outcome focused indicators which demonstrate added value of the combined library community in Scotland • Undertake research and case studies • Gather relevant qualitative and quantitative information • Identify suitable standards in other areas which complement library ones • Develop national and local programmes which are underpinned by robust standards • Promote the use of standards with organisations • Develop vision for future of services 	
<p>What we do</p> <ul style="list-style-type: none"> • Co-operate with the Scottish Government and other agencies on issues relating to interoperability and access • Work with Scottish Government to develop and further implement Quality Improvement Framework for culture and sport • Work with health boards, SHINE and NHS Education Scotland to develop library and information service • Work with the Audit Scotland and the Improvement Service on Performance Indicators and quality assessment models for local authority services • Work with authorities and other agencies to contribute to and develop Community Plans • Review the availability of statistical information on library and information services • Work with local authorities, SOLACE, COSLA and other relevant agencies on the develop and further a quality improvement framework for public library services • Work with the HMIE to improve in the quality of provision in library services in schools and colleges • Work with SFC and Universities Scotland to ensure quality in library and information services in tertiary education • Deliver consultancy support to members and others to improve quality and service development • Promote the implementation of quantitative and qualitative performance indicators and a self evaluation tool kit in school library services • Promote and review content of a self evaluation tool kit for FE college libraries and learning centres 	
<p>Resourcing Staff time Core Funding Funding for projects</p>	<p>Additional Funding Streams Public Library Quality Improvement £50000 (10% for management by SLIC)</p>

SLIC Strategic Area <i>Co-ordination, Collaboration and Co-operation</i>	
Strategic Objectives Council will:	
<ul style="list-style-type: none"> 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; Provide a focus for knowledge sharing and the development of user centred services; Encourage and support projects which embrace these principles; Encourage engagement in the community planning process and develop policies and strategies for library services which support this; Promote the outcomes and impacts of working together; Evaluate and demonstrate effectiveness and the value of collaboration Develop advocacy and media strategy to advocate for libraries Develop national, regional and local programmes; Develop a communication strategy which raises awareness of library success stories and impact; Support and monitor international work and projects. 	
What we do	
<ul style="list-style-type: none"> Promote co-operation and collaboration across all sectors of the library and information community and related organisations to encourage co-ordinated service development for example procurement Provide advice to library and information services on the development of electronic networks. Co-operate and collaborate with other relevant UK agencies where appropriate. Increase the knowledge base in the field of electronic copyright and disseminate information to constituent members. Promote the Innovation and Development Fund projects Monitor developments and disseminate information on European Commission initiatives affecting libraries and information services Develop web-based services for the benefit of members with CILIPS Work towards the development of Scotlandsinformation.com and Ask Scotland virtual reference services 	
Resourcing Staff time, Core funding	Additional Funding Streams

SLIC Strategic Area <i>Sectoral Priorities</i>	
Strategic Objectives Council will:	
<ul style="list-style-type: none"> Provide advocacy to support libraries, information and culture across government agendas Identify issues for sectors on a regular basis to inform service planning and SLIC's priorities Advocate, support and promote the role of libraries in learning – both formal and informal Work in partnership with key stakeholders to agree priorities for library services and remove barriers to users accessing services Work to ensure that public libraries in particular are able to contribute locally to the regeneration, economic development and learning agenda through community planning and promote this involvement nationally Promote the role of library and information services in meeting enterprise, business and research needs, and improving links with enterprise networks Research the viability and support the development of new delivery models, including the promotion of best practice and the development of model service level agreements Ensure that library services in tertiary education are able to compete in the UK national research agendas, through support for projects 	
What we do	
<ul style="list-style-type: none"> promote Scottish Cultures, both traditional and contemporary work with the Scottish Government on the implementation and development of quality assurance for culture and sport work with CILIPS and local authorities to promote sustainable reader development work with Scottish Government and local authorities to monitor the electronic services development for learning in public libraries and where appropriate the wider LIS community Work with Scottish Government to develop and support libraries in areas of multiple deprivation work with the Scottish Prison Service to improve library and learning services within penal establishments encourage library and information services to participate in the development of skills strategies Work with NLS, SCURL to develop a programme to support the developments of UK research reserve 	
Resourcing Staff time, Core funding Project Funding	Additional Funding Streams Public Library Quality Improvement Fund - £500,000, including 10% for management by SLIC

SLIC Strategic Area <i>Development of Scottish Digital Environment and Services</i>	
Strategic Objectives Council will: <ul style="list-style-type: none"> • Advocate and lobby for support for the development of a shared distributed network, which supports the vision of a strong highly skilled, economically and socially vibrant Scotland • Support and develop the principles for digital access, collections development and preservation • Advocate for a strategy, which encompasses both printed and digital collections in Scotland, which builds upon existing provision and ensures Scotland's collections are protected, promoted and made accessible to users with the National Library of Scotland, Museums and Galleries Scotland and Scottish Council on Archives • Develop programmes with key stakeholders including the National Library of Scotland, Museums and Galleries Scotland Council, Scottish Council on Archives, Learning and Teaching Scotland and skills agencies, which improve access to common cultural, information and educational resources • Identify the elements of the distributed model and gaps in provision/services • Identify barriers to infrastructure and collaborative service development and seek solutions • Develop programmes which improve service efficiency and effectiveness • Encourage and assist with the development of flexible cross sectoral delivery of services • Work towards the establishment of a whole Scotland distributed library service which meets the needs of users in the digital age and is contributing seamlessly to UK and international initiatives • Explore and research authentication options to ensure that services follow the user, including National Entitlement Cards, Single Sign on, Rights Management and their use across key sectoral networks, such as Glow and JANET • Encourage the development of user focused services and develop models which support users including audience research • Consider ways in which licensing models for electronic resources can be developed or improved, taking into account Scottish need and the wider landscape 	
What we do <ul style="list-style-type: none"> • Support and encourage development of electronic systems to support the delivery of library and information services through Scotlandsinformation .com and the development of virtual reference services • Develop web-based services for the benefit of members with CILIPS • Work with Scottish Government and local authorities to monitor the electronic services development in public libraries and where appropriate the wider LIS community • Develop digital access strategy through Digital Access Scotland and its task groups • Work with the Scottish Funding Council, the JISC and JISC Regional Support Centres • Support the development of services and projects which underpin networking and development service • Promote standards on interoperability and access 	
Resourcing Staff time, Core funding	Additional Funding Streams

SLIC Strategic Area <i>Innovation and Service Development</i>	
Strategic Objectives Council will <ul style="list-style-type: none"> • Advocate and explore funding opportunities to develop and improve services • Disseminate good practice and provide a knowledge network to members • Establish mechanisms to ensure good practice is transferable to other services • Monitor impact of service innovation • Provide opportunities for members to bid for funds which support SLIC priorities • Advocate for cross sectoral funding to support innovative and digital collections development 	
What we do <ul style="list-style-type: none"> • Seek to improve services through joint and cross sectoral initiatives • Support the Scottish Government's digital initiatives, promoting the role of library and information services in all sectors • Promote co-operation and collaboration across all sectors of the library and information community and related organisations to encourage co-ordinated service development. • Evaluate projects and research and will publish reports • Work with COSLA and other relevant agencies on the development of a quality improvement framework for public library services • Work with Scottish Funding Council to support service innovation in tertiary education • Work with SCURL to identify, support and promote service innovation in higher education • Work with the HMIE to improve in the quality of provision in library services in schools and colleges • Support the development of services and projects which underpin networking and development of services • Promote the Innovation and Development Fund projects 	

<ul style="list-style-type: none"> Promote and develop a self evaluation tool kits for FE college libraries and learning centres and schools to support revised external quality arrangements Provide regular information updates for members. Develop electronic information services to members through SLAINTE Review and evaluate Innovation and Development Fund scheme Support innovative collections development 	
Resourcing Staff time, Core Funding Funding for projects	Additional Funding Streams Public Library Quality Improvement Fund - £450,000

SLIC Strategic Area <i>Workforce Development</i>	
Strategic Objectives Council will: <ul style="list-style-type: none"> Articulate and advocate the difference library services make to education, society and the economy Promote the unique selling point of libraries and librarians to the 21st century knowledge and information market Advise on delivery models for the development of workforce skills and ensure engagement with LLUK, SQA, Skills Development Scotland, CILIP and CILIPS Consider other skills sets and standards which add value to library and information services footprint Support workforce development in relation to standards with employers and our strategic partners LLUK and CILIPS Consider with key stakeholders how recruitment and retention issues can be addressed in the next 10 years, in particular middle management issues, linked to CPD and forward/succession planning 	
What we do <ul style="list-style-type: none"> Advise on delivery models for the development of workforce skills and ensure engagement with LLUK,SQA, Skills Development Scotland, CILIP and CILIPS Promote the unique selling point of librarians' skills to 21st century knowledge and information market Articulate and advocate the difference library services make to education, society and the economy Develop good relations with emerging professions Development of job descriptions – combination of skills and develop new skill sets through the development and support for National Occupational Standards for libraries archives and records management Consider other skills sets and standards which add value to library and information services footprint Develop good relations with emerging professions Development of job descriptions – combination of skills and develop new skill sets Understand and agree core competencies and articulate to library schools Understand and agree core competencies and articulate to library schools Consider with key stakeholders how recruitment and retention issues can be addressed in the next 10 years, in particular middle management issues, linked to CPD and forward/succession planning 	
Resourcing Staff time, Core Funding	Additional Funding Streams Public Library Quality Improvement Fund - £50000 (10% for management by SLIC)

SLIC <i>Membership, Governance and Administration</i>	
What we do <ul style="list-style-type: none"> Seek to expand membership by promoting the work of the Council to a wide variety of library and information providers Provide regular information updates for members Develop ,monitor and evaluate electronic information services to members through SLAINTE Submit its operating plan to the Annual General Meeting together with a forecast of financial and operational requirements Consider the annual budget and set subscription levels Support the SLIC/CILIPS Joint Liaison Group Review staffing in the light of joint working arrangements. Consider the report from Ravenshill Consultancy Develop an annual work plan based on the operational priorities approved by the Board and AGM Develop and Publish a Strategic Plan for 2010-2013 Determine policy and priorities for the annual Innovation and Development Fund programme Support the procurement and evaluation of electronic subscription services 	
Resourcing Staff time, Core funding Project Funding	Additional Funding Streams