

## Appendix 3 Libraries Best Value Review – Position Statement: Investing in our future customer base

Mobile Service Configuration	How good are we?	Evidence
<ul style="list-style-type: none"> <li>• 5 Rural mobiles</li> <li>• 2 urban mobiles</li> <li>• 3 trailers</li> <li>• 3 centres mobiles</li> </ul>	<ul style="list-style-type: none"> <li>• Good but could improve configuration, technology and cost base</li> </ul>	<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• coverage with stops in every settlement– a total of more than 600 stops</li> <li>• very personal service highly valued by users</li> <li>• 4 vehicles - Watford Trailer, St Albans Trailer, Welwyn Garden City Trailer and Stevenage Trailer have ALS and their issues are often higher than average band 4 library issues</li> <li>• average band 4 issues 47,874</li> <li>• St Albans Trailer 48,128</li> <li>• Welwyn Garden City Trailer 58,727</li> <li>• Stevenage Trailer 66,544</li> <li>• Customer Comment cards</li> <li>• Mobile Service Best Value questionnaire results from our statistical family group</li> </ul> <p><b>Improvements</b></p> <ul style="list-style-type: none"> <li>• some illogical routes, and uneven service provision across the County as a result of historical development</li> <li>• mobiles are double staffed in Hertfordshire while other authorities single staff or only use double staffing for particularly busy stops/routes</li> <li>• lack of technology to manage stock and information provision</li> <li>• lack of standards</li> <li>• overall falling issues</li> <li>• overall falling visits</li> <li>• the Comprehensive Performance Assessment Report concluded that the overall service point configuration including static and mobile libraries needed reviewing</li> </ul>

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Static service point configuration	How good are we?	Evidence
<p>51 Static libraries in communities plus the Central Resources Library at New Barnfield</p> <p><b>Library Bands:</b>  <b>Band 1</b> Major libraries (Issues 500,000 pa or population catchment 50,000+) 5  <b>Band 2</b> Large libraries (Issues 200,000 pa or population catchment 20,000+) 17  <b>Band 3</b> Smaller independent libraries 12  <b>Band 4:</b> Smaller libraries within the catchment of a larger library 17  <b>Band 5</b> Mobile Service as above</p>	<p>Good but could improve configuration to meet needs of all communities and cost base</p>	<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• there is a static library in each of the 26 main communities with more than 3,000 people. 85% of the population live in these communities while 15% live in rural communities</li> <li>• in the last Service Property Strategy 27 buildings were graded 'Suitable', 5 were graded 'Not completely suitable, but can be improved', 16 'Not completely suitable, cannot be improved' and 4 'Unsuitable'.</li> <li>• a full range of services is provided from the less than suitable and unsuitable libraries, but some incur additional costs associated with operation</li> </ul> <p><b>Improvements</b></p> <ul style="list-style-type: none"> <li>• do not meet Public Library Standard 3 (i) Aggregate opening hours per 1,000 population for all libraries</li> <li>• usage varies within and between Bands. Some Band 4 libraries issue less than a single staffed trailer</li> <li>• planning profile information provided by Chartered Institute of Public Finance Accountants (CIPFA)</li> <li>• costs for the service are higher than comparator authorities e.g. Essex, Cambridgeshire, Suffolk where small libraries are single staffed unlike Hertfordshire where double staffing is the norm</li> <li>• configuration not developed in line with communities</li> <li>• the Comprehensive Performance Assessment Report concluded that the overall service point configuration including static and mobile libraries needed reviewing</li> </ul>

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Service area	How good are we?	Evidence
Services to Children and Young People		
Services to under fives	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>Comprehensive Performance Assessment positive on stock but still need to improve e.g. stock performance indicators show need for improvement in Picture books</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>could be more family friendly – (Comprehensive Performance Assessment)</li> <li>could follow up Bookstart more (ref Chartered Institute of Library and Information Professionals report “Start with the Child”)</li> <li>charges for damaged &amp; overdue books a barrier (customer comments)</li> </ul>
Services to over fives up to teenage	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>Comprehensive Performance Assessment positive general statements</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>falling issues – especially non-fiction</li> <li>links with schools patchy – evidenced by take up of summer reading and class visit statistics</li> <li>charges for damaged &amp; overdue books a barrier (customer comments)</li> </ul>
Services to teenagers	Fair	<p>Improvements</p> <ul style="list-style-type: none"> <li>image poor – feedback from focus groups for Modernising Library Opening Hours and Chartered Institute of Library and Information Professionals report</li> <li>bureaucracy &amp; rules a barrier - feedback from focus groups for Modernising Library Opening Hours and Chartered Institute of Library and Information Professionals report</li> <li>customer care inconsistent – comments from staff and customers</li> <li>IT provision varies in numbers of PCs available at individual libraries</li> </ul>

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<p>Adult lending service</p>	<p>Good</p>	<p>Strengths</p> <ul style="list-style-type: none"> <li>• quality of stock commended by Comprehensive Performance Assessment</li> <li>• Total Collection Management recognised as example of good practice</li> <li>• stock we do have is tiered according to size of library and of good quality</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• falling issues</li> <li>• falling turnover especially adult non-fiction</li> <li>• falling footfall</li> <li>• feedback from Public Library User Survey on users finding what they want</li> <li>• user comments</li> <li>• overdue charges and reservation charges a barrier to some – evidenced by customer comment/complaint and fall in reservation numbers</li> <li>• income from video loan service now falling but appears to be capacity to grow in DVD</li> </ul>
<p>Services to children with special needs</p> <ul style="list-style-type: none"> <li>• Learning difficulties</li> <li>• Physical and sensory disability</li> <li>• ESOL children (English speakers of other languages)</li> </ul>	<p>Fair</p>	<p>Improvements</p> <ul style="list-style-type: none"> <li>• some contact with relevant agencies but we need to produce a clear strategy of what we should be doing for all these groups</li> <li>• small amount of community language/dual language stock</li> </ul>

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Adults with physical disabilities	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• access audits completed in all libraries</li> <li>• most libraries accessible</li> <li>• physical access poor in a just a few libraries</li> <li>• exemptions from all charges</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• Home Library Service good but not reaching potential – waiting lists in some libraries</li> <li>• remote/interactive services available via HertsDirect website but needs developing</li> <li>• IT packages for people with disabilities not yet implemented</li> </ul>
Adults with sensory disabilities	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• Putting People First – customer care training completed</li> <li>• exemptions from all charges</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• Cassettes for Blind People – good service but can't meet demand</li> <li>• Videos for Deaf People – good service but need to monitor relevance as most videos are now produced with captions</li> <li>• IT packages for people with disabilities not yet implemented</li> </ul>
Services to older people (over 65)	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• service to centres – positive comments from users</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• packages of exemptions and concessions but charges still a worry to some very elderly users – customer comments</li> <li>• stock audit and Stock Performance Indicators show need for more large print and spoken word stock –turnover too high</li> </ul>

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People from ethnic minorities	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>library seen as safe place for people from ethnic minority groups - especially single women</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>reservation charges for community language stock a barrier</li> <li>low issues of community language stock - need to develop knowledge about what communities want - e.g. good results from Panjabi survey undertaken</li> <li>difficulty in sourcing good quality community language stock</li> </ul>
Socially excluded people	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>staff training for specific groups e.g. gay and lesbian users</li> <li>stock being targeted for specific groups e.g. gay and lesbian users</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>membership procedures potential barrier to some users</li> <li>charges could be a barrier</li> </ul>
Reader development	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>regular programme of stock promotion established</li> <li>Reader Development Strategy in place</li> <li>partnership activity e.g. forthcoming Readers Day promotion March 2003 with Beds, Luton, Bucks, Newbooks.mag</li> </ul> <p>Improvements</p> <p>Reader Development section on HertsDirect website but needs developing</p>

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Promotion of services	Poor	<p>Strengths</p> <ul style="list-style-type: none"> <li>• some success when targeted promotion done e.g. summer reading</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• work about to start on marketing strategy</li> <li>• some promotional work undertaken but needs developing</li> <li>• not enough information on who uses and who doesn't use the service</li> <li>• need to follow up on lapsed users</li> <li>• some current users not aware of all services offered</li> </ul>
Image	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>• programme of refurbishment in place</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• some buildings unattractive and have limitations for delivering a modern service</li> <li>• seen as traditional/old fashioned – but some users find this image comfortable/cosy</li> <li>• library not seen as relevant to some, especially young people (evidence of focus groups - library not seen as “cool” place)</li> </ul>
Staff	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• specialist staff to develop services to special client groups (e.g. Young People's Services/Community Services/Reader Development/Information and Lifelong Learning)</li> <li>• staff rated highly by users in Public Library User Survey</li> <li>• exceed Public Library Standards for helpfulness and knowledge</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• informal comments suggest there is room for improvement with some groups e.g. teenagers</li> </ul>

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Meeting standards	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• meet all 3 Public Library Standards on supply time of requests, book issue period, number of items users allowed to borrow</li> <li>• meet standards for staff helpfulness and knowledge</li> <li>• meet standards for number of items added to stock p/a and replenishment rate</li> <li>• % of child users reporting success in finding book</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• do not meet Public Library Standards on opening hours</li> <li>• do not meet standards for % of adult users finding a book</li> </ul>
Cost effectiveness	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>• very effective arrangements for stock purchase under Central Buying Consortium</li> <li>• good partnership working and networking under Central Buying Consortium and Co-East Consortium</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• high staffing costs</li> </ul>
Opening hours	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>• a very large response to the Modernising Library Opening Hours survey will result in a 30 hour per week increase across the County in opening hours next year</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• no Sunday opening</li> <li>• no late evenings or weekends for mobiles</li> </ul>

## Libraries Best Value Review – Position Statement: Community Involvement and Partnerships

Criteria	How good are we?	Evidence
Local Partnerships	Good/Excellent	<p>Strengths</p> <ul style="list-style-type: none"> <li>• effective approach to local partnership working e.g. Single Regeneration Budget, Ravidissia Centre re: annual cultural events at Welwyn Garden City, local councils and colleges Waltham Cross, Buntingford working with North Herts College and Bovingdon dual use</li> <li>• participation in all District Local Strategic Plans</li> <li>• use of volunteers e.g. Housebound Service and Millennium volunteers for Summer Reading Challenge</li> <li>• District Librarians making good links with community groups</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• incentives/resources are needed for underdeveloped geographic and interest areas</li> <li>• mechanism needed to evaluate the impact of all initiatives, not just regular events such as Summer Reading Challenge</li> </ul>
Strategic Partnerships	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• good links between corporate and service priorities and service plan; Herts Learning Partnership, Early Years, Health Improvement Plans, Police and Community Safety, Implementing Electronic Government, Single Regeneration Budget, Cultural Partnership</li> <li>• Regional Partnerships, LearnEast, Central Buying Consortium, Co-East</li> <li>• partnership with Business Link, e.g. Business Information Point, European Information Centre for Small to Medium Sized Enterprises at Central Resources Library</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• all stakeholders e.g. police, Health Authority, the public etc to be involved in setting</li> </ul>

## Libraries Best Value Review – Position Statement: Community Involvement and Partnerships

		<p>the aims</p> <ul style="list-style-type: none"> <li>• carry out more promotion of information services for the business community (survey evidence)</li> </ul>
Community Involvement - Local	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• extensive outreach work and events programme</li> <li>• established network of reading groups (about 70)</li> <li>• community noticeboards and exhibition space</li> <li>• community use of library premises by a wide range of organisations and partner organisations</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• develop a mechanism to evaluate the impact of all initiatives</li> </ul>
IT	Fair - Quality improving/quantity insufficient	<p>Strengths</p> <ul style="list-style-type: none"> <li>• free Internet access for all</li> <li>• planned programme of increasing computer capacity in priority areas</li> <li>• HertsDirect website</li> <li>• providing good information through InfoBase to support community involvement</li> <li>• Electronic government</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• input by disadvantaged groups into IT developments</li> <li>• IT needs better promotion</li> <li>• public screens not always helpful</li> </ul>
Marketing And Promotion	Poor	<p>Strengths</p> <ul style="list-style-type: none"> <li>• well established Summer Reading Challenge, Bookstart, Baby Rhyme Time, Orange Prize</li> <li>• a member of Hertfordshire libraries staff is a board member of BOOX – a national teenage magazine</li> </ul>

## Libraries Best Value Review – Position Statement: Community Involvement and Partnerships

		<ul style="list-style-type: none"> <li>• a member of Hertfordshire libraries staff is currently seconded as Head of Resources for the newly formed National Reading Agency</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• need a cohesive marketing strategy</li> <li>• a public image that reflects everything we do needs developing</li> <li>• targeted consultation to reflect service and corporate aims</li> <li>• need to identify requirements of all groups in the community, including lapsed and non users</li> </ul>
User response	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• clear customer focused aims</li> <li>• Customer Service Librarians in post</li> <li>• customer service notice boards</li> <li>• customer care standards</li> <li>• comprehensive procedures; quality audit and disguised testing</li> <li>• drawing patterns and trends from customer complaints and performance results to inform service improvements</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• need to provide feedback to users the results of surveys and comments</li> <li>• need to increase staff awareness of the importance of selling the service</li> </ul>

## Libraries Best Value Review – Position Statement: Access To Information

Criteria	How good are we?	Evidence
Range of stock and resources.	Good	<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• broad range of reference and information materials tiered according to size of library, supported by specialist resources at Central Resources Library. (Comprehensive Performance Assessment Report)</li> <li>• Total Collection Management policies in place for the selection and editing of stock</li> <li>• printed materials complemented by electronic resources</li> <li>• portal to recommended websites available on HertsDirect.</li> </ul> <p><b>Improvements</b></p> <ul style="list-style-type: none"> <li>• Information Network (InfoNet) enables networking of electronic information resources to all libraries, but access to CD-ROMs and subscription websites is limited (customer comments)</li> </ul>
IT	Fair	<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>♦ all libraries have free public access to the Internet, MS Office and InfoNet</li> <li>♦ all libraries have public access computer catalogues</li> <li>♦ software for booking and management of public computers is due to be installed - this will improve booking procedures for our customers.</li> <li>♦ speed of access over the network was criticised by Comprehensive Performance Assessment , but measures are being implemented to improve this</li> </ul> <p><b>Improvements</b></p> <ul style="list-style-type: none"> <li>♦ do not meet the Public Library Standard on public computers per 1000 population</li> <li>♦ conflicting demands for the same public computers (E-mail v information).</li> </ul>

## Libraries Best Value Review – Position Statement: Access To Information

Electronic Government	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>enquiry service available in person, by telephone via Customer Service Centre or by e-mail via HertsDirect.</li> <li>catalogue and self service functions available via HertsDirect. (Herts County Council website)</li> <li>community information and access to other Herts County Council services available on HertsDirect – on course to meet electronic government targets by 2004. (Implementing European Government statement)</li> </ul>
Quality of service	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>Information and Lifelong Learning Librarians in all Districts to take the lead in information services, enquiry skills training etc. (commended by Comprehensive Performance Assessment)</li> <li>Central Resources Library acts as referral point for enquiries too complex or specialised to be handled locally</li> <li>all library staff undergoing New Opportunities Funded training in IT skills</li> <li>specialised information training courses provided by Central Resources Library for all staff</li> </ul>
User take-up of service	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>2 million enquiries per year (Annual Statistics)</li> <li>increasing use of interactive services.</li> <li>high level of demand for public access IT</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>lack of promotion for electronic information resources may lead to low usage of CD-ROMs and Information Network</li> <li>the library pages are the most popular on HertsDirect website but do not meet Public Library Standard on visits to the library pages of the website.</li> <li>the Business Information services at the Central Resources Library could be better promoted</li> </ul>

## Libraries Best Value Review – Position Statement: Access To Information

User satisfaction with service	Excellent	<p>Strengths</p> <ul style="list-style-type: none"> <li>• exceed Public Library Standards on staff helpfulness, staff knowledge and success in finding information. (Library User Survey -PLUS)</li> <li>• high level of satisfaction with Information and Enquiry Services (Library User Survey PLUS)</li> <li>• high level of overall satisfaction with Customer Service Centre service (MORI)</li> </ul>
Partnership working	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• work with other Herts County Council Departments, District Councils, Health Authorities and other agencies to ensure broad access to information via HertsDirect website.</li> <li>• partnership with Business Link Hertfordshire to provide information services to business.</li> <li>• co-operation with University of Herts and Further Education colleges to ensure shared access to reference resources. (Herts Libraries Agreement)</li> </ul>

## Libraries Best Value Review – Position Statement: Lifelong Learning

### Lifelong Learning

Criteria	How good are we?	Evidence
Support for Learning	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• all libraries offer access to books and information to support learning</li> <li>• information available on education, training and employment opportunities</li> <li>• study space and public access IT facilities in all libraries</li> <li>• HertsDirect website signposts users to lifelong learning opportunities</li> <li>• all library staff undergoing New Opportunities funded training in IT skills to provide support to learners</li> </ul>
Learning opportunities in libraries	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>• Homework Clubs at Oxhey, Stevenage and Borehamwood</li> <li>• Single Regeneration Budget funded learning projects in Oxhey and Stevenage</li> <li>• IT taster sessions offered by library staff in some libraries, and in co-operation with local colleges at others</li> <li>• LearnDirect piloted at Stevenage</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• no national standard for what the public can reasonably expect</li> <li>• Lifelong Learning is reliant on external funding – New Opportunities Fund, LearnDirect, Information, Advice and Guidance and the European Social Fund</li> </ul>
Information, Advice and Guidance	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• Stevenage piloting Guidance Council Accreditation – potential to roll this out to other libraries.</li> <li>• PLUM (Information, Advice and Guidance website) promoted in all libraries</li> <li>• information available on education, training and employment opportunities</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• training to be developed to improve staff confidence in offering Information, Advice and Guidance services</li> </ul>

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On-line learning	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>• HertsDirect signposts access to on-line learning - e.g. BBC Webwise</li> <li>• Stevenage is LearnDirect Access Point, plans exist to roll out LearnDirect to other libraries</li> </ul>
Quality of Service	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>• Information and Lifelong Learning Librarian posts in all Districts to co-ordinate Lifelong Learning activity. (commended by Comprehensive Performance Assessment)</li> <li>• Single Regeneration Budget funded Learning Support Officers in place in Stevenage and Oxhey</li> <li>• service has developed in response to local opportunities</li> </ul>
User take-up of Service	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>• learners identify libraries as a popular venue for learning, particularly groups such as elderly people, women returners, unemployed people and community groups, who are resistant to college/school based learning. (learner surveys)</li> <li>• good take-up of learning opportunities in areas where they have been well promoted (Learner Registration forms)</li> </ul>
User satisfaction with service	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• positive user feedback on Lifelong Learning in libraries and requests for further training. (Learner Registration forms)</li> </ul>
Partnership working	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• libraries represented on Local Learning Forums in all Districts</li> <li>• libraries working in partnership with Further Education colleges – e.g. Hitchin and Oxhey</li> <li>• libraries contribute to Countywide Lifelong Learning strategy via Herts Learning Partnership, Adult and Community Learning Plan, LearnDirect Strategy Group etc</li> <li>• libraries work in partnership with District Councils, the Youth Service, CSF, Health Improvement Projects, Community and voluntary agencies in the provision of local learning opportunities</li> </ul>

### APPENDIX 3 ( of Libraries Best Value Review Report) - Service Position Statement

## Libraries Best Value Review – Position Statement: Libraries’ role in enriching people’s cultural life

Libraries are one of the nine areas of culture defined by Department for Culture Media and Sport in relation to local cultural strategies. These are arts, archives and heritage, sport, film, children’s play, tourism, museums, libraries and parks.

Service Area	How good are we?	Evidence
Range of stock and resources	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• broad range of reference and information materials tiered according to size of library Comprehensive Performance Assessment report</li> <li>• Total Collection Management policies in place for the selection and editing of stock</li> <li>• printed materials complemented by electronic resources</li> <li>• specialist performing arts stock at Central Resources Library; local studies/family history resources in local libraries</li> <li>• specialist local studies/family history stock at Hertfordshire Archives and Local Studies</li> <li>• access to archives via Hertfordshire Archives and Local Studies including maps, prints, documents</li> <li>• provision of music recordings, videos, DVDs and talking books</li> <li>• portal to recommended cultural websites available on HertsDirect</li> <li>• community information on HertsDirect</li> <li>• range of leaflets in libraries relating to cultural events of all sorts</li> <li>• cultural/heritage exhibitions originating from libraries and Hertfordshire Archives and Local Studies and museums</li> <li>• electronic access planned to Hertfordshire public art and artwork by adults with learning disabilities via Arts Channel</li> <li>• Tourist Information Points and general tourist information in Libraries</li> <li>• Hertfordshire Archives and Local Studies services including paid research and reprographics, local items for sale</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• More staff time dedicated to carry out local studies work</li> </ul>

## Libraries Best Value Review – Position Statement: Libraries’ role in enriching people’s cultural life

		<ul style="list-style-type: none"> <li>• lack of space and suitable facilities for storing and viewing local studies items in many library buildings</li> </ul>
E-Government	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• Arts Channel developed in partnership with District Officers to provide central up to date source of information on the arts</li> <li>• Events Diary on Arts Channel</li> <li>• electronic access planned to Hertfordshire public art and artwork by adults with learning disabilities via Arts Channel</li> <li>• Customer Services Centre escalation of enquiries including Hertfordshire Archives and Local Studies dealing with specialist local and family history enquiries</li> <li>• Heritage Channel on HertsDirect website</li> <li>• Hertfordshire Archives and Local Studies pages on HertsDirect website, including Family History Centre booking facility</li> <li>• Customer Services Centre escalation of enquiries, including Central Resources Library dealing with specialist cultural enquiries</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• Heritage Channel and Hertfordshire Archives and Local Studies pages need further development</li> <li>• benefit from wider publicity</li> </ul>
Quality of service	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• Arts Channel developed in partnership with District Officers</li> <li>• Reader Development Librarians</li> <li>• specialist staff at Hertfordshire Archives and Local Studies including County and Assistant Local Studies Librarians; Performing Arts and Arts Librarians based at Central Resources Library</li> <li>• training programme for staff involved in providing local studies and family history information by Hertfordshire Archives and Local Studies staff</li> </ul>

## Libraries Best Value Review – Position Statement: Libraries’ role in enriching people’s cultural life

		<p>Improvements</p> <ul style="list-style-type: none"> <li>• extend public knowledge of specialist services including partners in Districts</li> <li>• further develop staff knowledge and skills to handle local studies enquiries and stock</li> </ul>
User take-up of service	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>• support for Open Studios by providing exhibition space for local artists</li> <li>• libraries available to hire for cultural activities</li> <li>• Events Diary/features on Arts Channel and Heritage Channel</li> <li>• support for adult and young people’s reading groups</li> <li>• support for Lifelong Learning through Lifelong Learning Librarians and resources</li> <li>• provision of After School Clubs</li> <li>• local and family history enquiries / HALS visitors still increasing</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• library exhibition spaces could be improved and better exploited</li> <li>• increasing take up of events and features on Arts Channel by raising awareness of library staff through a training programme</li> <li>• Heritage Channel needs to be more regularly updated and more user involvement to increase hits</li> </ul>
Partnership	Good	<p>Strengths</p> <ul style="list-style-type: none"> <li>• range of specialist Hertfordshire County Council Arts and Museums Officers to provide support on cultural enquiries or joint projects</li> <li>• partnership projects with museums, local history societies, schools, Hertfordshire County Council departments</li> <li>• Arts Channel developed in partnership with District Officers</li> <li>• Tourist Information Points and general tourist information in Libraries</li> </ul>

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		<ul style="list-style-type: none"> <li>• input into ‘Enjoy’ (Hertfordshire Cultural Strategy) and its continuing implementation and review</li> <li>• Herts Holiday Times which lists all the activities provided by HCC or the Districts in the holidays</li> <li>• Partnership projects with museums (e.g. COPIMe HLF funded project on paper records in museums or hosting of Museums development Officer)</li> <li>• partnership with East Anglian Film Archive for archiving/public screening of local films</li> <li>• support to committees of local history organisations - Herts Association for Local History, Herts Records Society, Herts Publications</li> <li>• regional working across libraries, museums and archives - participation in the East of England – Library and Information Services Development Agency, Regional Archives Council, Heads of Repositories, Single Regional Agency for Museums Libraries and Archives</li> </ul> <p>Improvements</p> <ul style="list-style-type: none"> <li>• new specialist librarians should improve capacity for partnership working; ‘Enjoy’ (Hertfordshire Cultural Strategy) will also encourage this process</li> <li>• continue to build library links with local museums and local history societies to engage local people and promote this unique service</li> </ul>
Promotion and events	Fair	<p>Strengths</p> <ul style="list-style-type: none"> <li>• library notice boards advertising local and national cultural events</li> <li>• range of leaflets in libraries relating to cultural events of all sorts</li> <li>• libraries’ exhibition spaces and cultural exhibitions originating from libraries</li> <li>• exhibition and Hertfordshire Archives and Local Studies</li> <li>• heritage exhibitions originating from Hertfordshire Archives and Local Studies and museums</li> <li>• support for Open Studios by providing exhibition space for local artists</li> <li>• Hertfordshire Archives and Local Studies support for Heritage Open Days at County</li> </ul>

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		<p>Hall</p> <ul style="list-style-type: none"><li>• cultural activities in libraries including music, drama, multicultural, book related talks and demonstrations and outreach events</li><li>• Arts Channel with events diary/ features developed with District Officers</li><li>• provision of up to date information libraries &amp; community information on HertsDirect</li><li>• Tourist Information Points and general tourist information in libraries</li><li>• Summer Reading Challenge</li><li>• new or refurbished libraries including art or craftwork in the brief</li></ul> <p>Improvements</p> <ul style="list-style-type: none"><li>• provision of cultural events in libraries could improve</li><li>• develop culture as part of core library business</li></ul>
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