

### APPENDIX 3: LIBRARY SERVICE ACTION PLAN 2022-25

Themes	Objective	Actions	Responsible	Performance indicator	Comments
<p>Keeping the service relevant in a rapidly changing environment</p>	<p>Improved and up-to-date digital and computer equipment available at all libraries</p>	<p>Identify new technologies to meet new customer's needs. For example, the use of VR equipment.</p> <p>Optimise the use of our existing ICT provision to build upon recent enhancements. This includes:</p> <ul style="list-style-type: none"> <li>• Exploring ways to promote and enhance the use of interactive screens in IT suites to increase usage and improve the customer experience.</li> <li>• Create a library home page for use on all public access pcs to promote library online resources and allow quicker</li> </ul>	<p>Information Services Librarian to lead with nominated staff</p> <p>Principal librarian with nominated staff. Branch library staff to be responsible for front line promotion and development of identified opportunities and projects.</p>	<p>Number of library users that provide positive feedback on the use of digital and computer technologies.</p> <p>Increase in number of library members attending IT related classes and in the use of the interactive screens.</p>	

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		<p>access to these resources.</p> <ul style="list-style-type: none"> <li>• Work in partnership to deliver IT training opportunities including current digital courses such as apps, tablets, and virtual reality.</li> <li>• Greater use of tablets in Static Libraries and services such as the '@home service'.</li> <li>• Extend use of the Library Management System by making greater use of existing functionality. For example, use of SMS and emails to contact library members.</li> </ul>			

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		Identify and apply for relevant external funding as appropriate.	Principal Librarian and nominated staff		
	More access to a wider range of electronic resources	<p>Identify and evaluate new online resources that reflect users' current needs. For example, 'online newspaper collection'.</p> <p>Continue to promote and encourage customer use of the 'Pori' library app.</p> <p>Continue to work with MALD and the Society of Chief Librarians to identify potential All Wales resources.</p> <p>Continue to work with the Society of Chief Librarians on the creation of an All-Wales Library Card.</p>	<p>Principal Librarian and Information Services Librarian</p> <p>Frontline staff and Area Librarian</p> <p>Principal Librarian</p> <p>Principal librarian</p>	<p>Increased usage of electronic resources.</p> <p>Number of people downloading and using the 'Pori' app.</p>	
	Improve use of social media platforms for promotions	All library staff to participate in the creation of digital content.	Library staff	Increase in the number of in-house produced digital content	

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		<p>Create and develop digital content to improve customer engagement and access to online resources building upon the technical training provide by the Estyn Allen project.</p> <p>Explore the possibility of library use of other social media platforms and in particular Instagram.</p>	<p>Library staff who have undergone Estyn Allen training.</p> <p>Area Librarian</p>	<p>Number of visitors to Library Social media</p> <p>Number of library posts on social media</p>	
	Creation of an integrated Digital platform to enable 24/7 accessibility to digital content	<p>Work with specialist organisations as part of the 'Altered Images' project to facilitate the creation of an all-encompassing website that showcases, records, preserves and promotes the culture, history, and heritage of Rhondda Cynon Taf.</p> <p>Work with MALD and SCL to explore the development of an All-</p>	<p>Principal Librarian, Information Services Librarian, Project coordinator and other members of the project board.</p> <p>Principal librarian</p>	Number of visitors to newly created platform.	

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		Wales digital resources' platform.			
	More digital programmes and activities for children and young people in RCT libraries	Relaunch Code club and work to expand provision to other branches throughout the authority.  Explore the use of new technologies such as VR headsets to engage children and young people in library events.	Information Services Librarian and Children Services Librarian	Number of code clubs.  Number of children participating in code clubs	
Improving the library experience for customers.	Community Hubs	Continue to develop library services within Community hubs to improve and extend the advice, information, and services available.  Work with the Community Services team to reach out to network partners to improve the visibility of Library services and engage with groups that are seldom heard.	Principal Librarian and nominated staff  Area Librarian and front-line staff.	Number of visitors  Number of partners/organisations offering sessions.  Number of exhibitions and cultural activities held at Treorchy Library.	

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		<p>Work in partnership with the community and the Park and Dare to develop and embed the new cultural hub at Treorchy Library.</p> <p>Support the 'Ageing Well Wales Plan' by introducing initiatives that remove barriers to access by older people.</p> <p>Work with the Community Development Team specialist Officer Older Persons advisory Groups, to achieve Age Friendly Status for RCT Neighbourhoods.</p>	<p>Area Librarian and Treorchy Library branch librarian.</p> <p>Area librarian and nominated staff.</p>	<p>Neighbourhoods achieve Age Friendly status.</p>	
	<p>More access to learning opportunities for all ages</p>	<p>Work with Digital Communities Wales and facilitate digital inclusion initiatives to support people to get online.</p> <p>Work with partners to offer basic skills courses including ESOL and Welsh classes.</p>	<p>Principal librarian and nominated staff.</p>	<p>Number of people accessing learning opportunities.</p> <p>Number of volunteers and volunteering hours.</p>	

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		<p>Work with partners to maintain a programme of Digital literacy support such as Digital Fridays and Job Clubs.</p> <p>Facilitate a range of formal and informal learning opportunities that will enhance the well-being of customers.</p> <p>Offer volunteering opportunities, providing each person with a meaningful volunteering experience to make them more job ready.</p> <p>The School Library Service to source new titles and resources that reflect the needs of the new Wales school curriculum.</p>	Children Services Librarian	Number of schools expressing satisfaction with the SLS.	
	Greater access to information and advice services within libraries.	Embed One4all service into the library service to make greatest possible use of available resources.	Principal Librarian and nominated staff.	Number of customers accessing the One4all service	

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		<p>Work with partners to provide information and advice at our libraries on matters such as:</p> <ul style="list-style-type: none"> <li>• Educational programmes</li> <li>• Employment support</li> <li>• Welfare benefits</li> <li>• Health and Well-being</li> </ul> <p>Promote and support the 'Reading Well Scheme' by developing book collections that support the health and wellbeing of targeted groups.</p>	Area Librarian	<p>Number of people attending information and advice sessions</p> <p>Number of Reading Well loans</p>	
	Cultural activities	<p>Encourage staff to support more reading groups within libraries and the wider communities. Explore the possibility of establishing 'Reading Friends' groups.</p> <p>Promote the Summer Reading Challenge and</p>	<p>Area Librarian and branch librarians</p> <p>Children Services Librarian</p>	<p>Number of reading groups.</p> <p>Number of 'Reading Friends' groups</p> <p>Number of children taking part in the SRC reaches the all-Wales median.</p>	



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		<p>increase participation and number of children completing the challenge.</p> <p>Work to develop programmes outside of core opening hours.</p> <p>Work with the project coordinator and partners to achieve all of the aims and objectives set out in the NHLF project 'Altered Images'.</p> <p>Work with partners, providing free space in libraries for cultural events including exhibitions, local history talks, author events and events linked to national or local campaigns. e.g. World Book Day.</p>	<p>Principal Librarian and Area Librarian</p> <p>Principal Librarian, Information Services Librarian, Project coordinator and other members of the project board.</p> <p>Branch Librarians</p>	<p>Number of out of hours sessions</p>	
	<p>Well qualified and skilled staff.</p>	<p>Seek funding and opportunities that enables staff to develop the skills and knowledge</p>	<p>Principal Librarian</p>	<p>Number of staff training hours.</p>	

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		<p>required in a modern library service.</p> <p>Continue to support staff wishing to pursue formal qualifications.</p> <p>Adhere to Welsh language standards by supporting Welsh language learning and recruiting Welsh speakers where service demands dictate.</p> <p>Review the current staffing structure to ensure potential career pathways.</p>		Number of Welsh Language speakers in service.	
Take the opportunities and lessons learned from the Covid-19 pandemic to inform and shape future provision	Attracting new and diverse audiences.	<p>Build upon the success of the delivery of digital content achieved during the covid-19 pandemic. This includes:</p> <ul style="list-style-type: none"> <li>• Creating and developing our own digital content such as story time and craft sessions.</li> </ul>	Principal Librarian and Children Services Librarian	<p>Number of online sessions</p> <p>Numbers of online groups</p>	

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		<ul style="list-style-type: none"> <li>• Encouraging the development of online groups including book clubs and reading groups.</li> </ul> <p>Review our stock policy to create a more relevant blend of digital and traditional resources adjust book budget expenditure accordingly.</p> <p>Review the current policy of charging fines for overdue books.</p> <p>Review room hire charges for those organisations required to pay.</p>	<p>Information Services Librarian, Area Librarian and Teenage Librarian</p> <p>Principal Librarian and Area Librarian</p> <p>Principal Librarian</p> <p>Area Librarian</p>		