

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

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		<p>engage with groups that are seldom heard.</p> <p>Work in partnership with the community and the Park and Dare to develop and embed the new cultural hub at Treorchy Library. Working together to organise, promote and run a series of cultural events, including Welsh language events.</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>Promote the use of Welsh in libraries using</p>	<p>Area Librarian and Treorchy Library branch librarian.</p> <p>Area librarian and nominated staff.</p>	<p>Neighbourhoods achieve Age Friendly status.</p>	

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		<p>lanyards, posters and the Council's 'Buddy Scheme.</p> <p>Monitor Welsh provision across the service to identify gaps in the service. Take steps to resolve identified gaps via upskilling and recruitment.</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>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</p>	<p>Principal librarian and nominated staff.</p>	<p>Number of people accessing learning opportunities.</p> <p>Number of volunteers and volunteering hours.</p> <p>Number of schools expressing satisfaction with the SLS.</p>	

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		<p>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>	<p>Children Services Librarian</p>		
	<p>Greater access to information and advice services within libraries.</p>	<p>Embed One4all service into the library service to make greatest possible use of available resources.</p> <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> </ul>	<p>Principal Librarian and nominated staff.</p> <p>Area Librarian</p>	<p>Number of customers accessing the One4all service</p> <p>Number of people attending information and advice sessions</p> <p>Number of Reading Well loans</p>	



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		<ul style="list-style-type: none"> <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>			
	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 increase participation and number of children completing the challenge.</p> <p>Work to develop programmes outside of core opening hours.</p>	<p>Area Librarian and branch librarians</p> <p>Children Services Librarian</p> <p>Principal Librarian and Area 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> <p>Number of out of hours sessions</p>	

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		<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, Information Services Librarian, Project coordinator and other members of the project board.</p> <p>Branch Librarians</p>		
	<p>Well qualified and skilled staff.</p>	<p>Seek funding and opportunities that enables staff to develop the skills and knowledge required in a modern library service.</p> <p>Continue to support staff wishing to pursue formal qualifications.</p> <p>Provide BSL training for staff so that they can</p>	<p>Principal Librarian</p>	<p>Number of staff training hours.</p> <p>Number of Welsh Language speakers in service.</p>	

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		<p>engage with people who have hearing difficulties</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>			
<p>Take the opportunities and lessons learned from the Covid-19 pandemic to inform and shape future provision</p>	<p>Attracting new and diverse audiences.</p>	<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> <li>• Encouraging the development of online groups including book</li> </ul>	<p>Principal Librarian and Children Services Librarian</p> <p>Information Services Librarian, Area Librarian and Teenage Librarian</p>	<p>Number of online sessions</p> <p>Numbers of online groups</p>	

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		<p>clubs and reading groups.</p> <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>Principal Librarian and Area Librarian</p> <p>Principal Librarian</p> <p>Area Librarian</p>		