

APPENDIX A - Church Stretton Library Service Specification

Shropshire libraries are the Council's long-term investment in relationships with local communities. Libraries are more than a place to borrow books; they are unconditional local spaces with an appealing offer for everyone. People will have the option of connecting with knowledge, information, support and entertainment. They will also have the opportunity to connect with each other.

Our Vision is to make libraries in Shropshire the heart of their communities.

Our Mission is to work in partnership with others to empower everyone to live healthy, resilient and fulfilling lives, and to provide library services that inspire people's learning and enjoyment.

The Contractor will deliver a library service in Church Stretton. Any future vision for the library should build on the work that is already being done to ensure the library remains a key part of the community in Church Stretton. This would include strengthening links with all key partners within the town in a collaborative way, working towards local priorities and interests as well as wider library service aims.

Our requirement is that Church Stretton library provision remains within the overall Shropshire Libraries network, with ongoing support from Shropshire Council in the form of library IT systems, stock and professional librarian input. This would maintain the firm foundation for a quality service that meets the needs of all.

Like most other libraries locally and nationally Church Stretton library is facing challenges to many of its traditional functions. Future provision would recognise this and look to take advantage of the many new opportunities that are emerging. This would include digital opportunities – promoting locally the expanding range of library e-services, making creative use of free Wi-Fi, tapping in to the growing demand for digital activities and events such as Code Clubs. There are also opportunities related to the growing role of libraries as a source of information and activity related to Health and Well-being. National funding for libraries from Arts Council England also presents new opportunities for creative arts projects and partnerships, to add to the already vibrant cultural offer that is driven by the library.

The Contractor will:-

1. Operate public library functions in Church Stretton (as described below) within the framework provided by our Vision, Mission and Strategic Objectives set out in Appendix 1.

These are summarised as:

- Improving literacy and encouraging reading
 - Improving and sustaining the health and well-being of Shropshire communities
 - Encouraging communities to be inclusive and prosperous
 - Ensuring that libraries become more enterprising and self-sustaining
2. Operate within the overall Shropshire Libraries network, with ongoing support from Shropshire Council in the form of library IT systems, stock and professional librarian input.

3. Provide a high level of customer service
4. Provide a dedicated space for the library and clear signage. Significant changes in layout will be discussed and agreed in advance with Shropshire Council
5. Keep the Library open for a minimum of 26 hours a week with at least 3.5 of those hours provided on a Saturday. Any changes to opening hours will be discussed and agreed with Shropshire Council.
6. Comply with library service policies and procedures as set out in the Library Operations Manual. Copies are provided as relevant in the tender documentation
7. It will be the responsibility of the Contractor to provide adequate staffing to operate the library. This will include provision to cover sickness, annual leave etc. This requirement is reflected in the Finance Schedule to be completed as part of any tender response.
8. Signpost and support customers to access Shropshire Council services.
9. Be responsible for the delivery of the public library service on site. They will be supported and advised by the Development and Support team based at Library Headquarters and by the Library Area Manager.

Library Service functions

1. Management of library stocks including the issue, discharge and renewal of books and DVDs and audio books using the Library Management System.
2. Shelving and sorting returned items and keeping the library in an organised and tidy fashion.
3. Dealing with library enquiries and helping customers to use the library.
4. Placing requests for items held at other branches and dealing with incoming requests from around the county. Dealing with requests for items from other library authorities via the Inter-Library Loan service.
5. Ensuring that items returned for other branches are correctly directed to those branches, via the library van.
6. Handling and accounting for fines, fees and other library charges. The Contractor must adhere to charges set by the Council for fines, request fees and DVD hire etc. The Contractor will retain and take full responsibility for library income excluding centrally managed income such as reading group payments, music sets and sale of discarded books.
7. Enrolling new members and providing information regarding membership and the range of library services available.
8. Updating existing borrower details on the Library Management System e.g. change of address etc.
9. Helping people to use the public access computers, to include managing bookings on the computer reservation system, print management, helping people to access and use applications and websites.
10. Taking part in countywide library initiatives, some of which will be mandatory for all libraries e.g.: Summer Reading Challenge, National Libraries Day.
11. Be responsible for moving on stock as identified on the regular stock rotation lists provided by the Library Support team in Shrewsbury.
12. Be responsible for providing the link with the Library Friends' group, recruitment, training and management of volunteers as appropriate.
13. The Council will ensure that the library is included in relevant publicity and promotions.

14. The Contractor will be responsible for promoting the library, organising events and activities to support the Library Service Business Plan, assisted by the local Shropshire Council Librarian and Library Commissioning Managers.
15. The Contractor will signpost and support library users to engage with the full range of library services including e-books, e-magazines and other online reference services, the Reading Group service and the Community Directory.
16. The Contractor will display all relevant library posters, as supplied by the Library Service.
17. The Contractor will be responsible for marketing the services of Church Stretton library to the local community using varied marketing channels as appropriate, including social media.

Performance Management

The Contractor will be required to:-

- Record a variety of usage data for the library in a format as agreed with the Council and these will be collated monthly and supplied to the Council and used for monitoring performance against overall library service targets. This data will include, but is not limited to:
 - daily visitor figures
 - the number of events and event attendance figures
 - the number of enquiries dealt with
 - the number of volunteers used
 - the number of volunteer hours worked.
- Participate in all relevant customer satisfaction surveys and provide data/evaluation as required for other countywide library initiatives eg: Summer Reading Challenge. .

Delivery Plan

1. The Contractor will be aware of and help deliver the library service vision, mission statement and strategic objectives particularly those items that relate to the delivery of services at Church Stretton Library.
2. The parties will jointly prepare an action plan relating to the Church Stretton Library service. This will focus on the creation of relevant resilient library services that will support the development and delivery of national and local outcomes, new enterprising opportunities for income generation, creation of Friends Groups, fundraising, volunteering and innovative delivery.

Information Technology

The Contractor will adhere to Council rules regarding access to the Council's IT network and email. These can be made available on request. Only Council computers to be used by the Contractor for Library business. The Contractor staff will be provided with individual Council network logons, using a prefix such as LIBSHIF0001 (library- -user number). Only Council email addresses to be used for Council business.

Whilst the Council will have a contract with the third-party organisation, the library staff will need to individually sign the third-party access agreement.

Staff transferring from the Council to the third-party organisation should have their email address and network logon names changed at the time of transfer.

The generic email address for the library will be a Council email address to be advertised on Shropshire Council's and the Contractor's websites and this will also be used by the Library Service to send communications which go out regularly to all library staff.

Shropshire Council will continue to provide and maintain the IT facilities required to carry out library functions. This includes the public access computers, printers, the Library Management System staff computers, slip printer, and the admin computer.

The Council will:

1. Provide all stationery specific to library operations such as membership cards, joining forms, library leaflets, and date labels.
2. Provide and maintain library specific equipment such as barcode scanners, date stamps, slip printer etc.
3. Provide telephone support from Library Headquarters to assist with any queries or problems relating to library functions.
4. Provide a regular supply of new stock for the library.
5. Include the library in all appropriate rotas of stock, to ensure a fresh and up to date collection.
6. One of the functions of the librarian who visits the library at least monthly, will be to carry out work on the library stock and to organise and maintain displays and promotions.
7. All stock and other relevant items will be delivered/collected via the existing library van.
8. Include Church Stretton Library in all library publicity and promotion.
9. Maintain a web page for Church Stretton Library within the relevant section of the Shropshire Council website.
10. Provide access to monthly performance summaries relating to library loans, the number of active library users, the number of requests, and data relating to computer and Wi-Fi use.

Communication

The Council will include the Contractor in any relevant communication to do with library functions.

This will include updates to the Operations Manual, and any other relevant procedural information.

Regular and frequent contact will be maintained between the Contractor and the Council's Librarian and Library Manager.

The Contractor should provide a representative to attend Branch Manager meetings and specialist library working groups as appropriate.

Training

At the commencement of this Contract Shropshire Libraries will train all appropriate staff and volunteers on-site in the relevant library functions. A simple guide to the library functions will be provided, tailored for use at the library.

The Council will offer ongoing support as required, either with a member of library staff on-site, or as telephone support from Library Headquarters.

The Contractor will be responsible for all staff and volunteer training thereafter at the Contractor's cost. Any new staff will complete the Library Service Induction Checklist

All new staff will carry out other mandatory training expected of all library staff at the Contractor's cost.

The Contractor will be responsible for health and safety training (to include fire safety, lone working, risk assessments etc.) and their own equalities and safeguarding training at the Contractor's cost.

Governance

The Contractor will develop a governance structure which demonstrates:

- A willingness to include local representatives from key stakeholders, e.g. Shropshire Council, Church Stretton Town Council and the wider local community as representatives in the core governance structure
- A willingness to engage and involve beyond the formal governance structure to include the local community in the ongoing development of the library service and vision

Data Protection

The Contractor will have access to personal data relating to library members. In order to safeguard this data, the Contractor's staff and any other individuals who have access to such personal data will be required to sign a '**Data Processing Agreement**'.

For access to the library management computer systems, the Contractor and any sub-Contractor will be required to sign a '**Access to Systems by Third Parties**' agreement.

All staff, volunteers and sub-Contractor employees will be required to undertake the 'Protecting Information' training. This is an online training course which takes about an hour to complete. Records of who has undertaken this training should be kept at the library and will also be maintained on the Library Service training database.

Outcomes

Library services will contribute to the Council's Healthy People, Resilient Communities and Prosperous Economy high-level outcomes. Utilising the vision for the 21st century library service outlined by the library taskforce in partnership with the Society of Chief Librarians (SCL) Shropshire Council see the purpose of the library network as contributing to the delivery of seven areas:

- reading and literacy
- digital literacy
- health and wellbeing
- economic growth
- culture and creativity
- communities
- learning

The Primary Outcomes to be delivered by the service are:

Reading and literacy

- maintain access to quality books and reading materials and expert staff
- widen access to electronic resources, magazines and eBooks
- sustain appropriate reading materials
- increase activities designed to get and keep people reading
- improved literacy, skills and pupil attainment

Digital literacy

- improved digital skills
- reduced digital exclusion
- increased usage of government services online
- improve access to high-speed broadband

Health and wellbeing

- longer, healthier lives through inclusive partnership activities
- reduced health inequalities
- better-informed communities for health services
- aid cost savings for the NHS by combating social isolation
- extended support for public health programs

Economic growth

- growth and sustainable jobs through gateways to businesses
- supporting businesses with information and signposting to create jobs
- creating sustainable economic growth by utilizing library spaces
- sustaining learning and skills development for job seekers

Culture and creativity

- enriching the lives of individuals and communities
- placing art and culture at the heart of 'placemaking'

- promoting the social and economic role of arts and culture
- create vibrant spaces for local creative economies

Communities

- enable safer and stronger communities
- thriving neighbourhoods through information provision
- develop partnerships to tackle poverty and social exclusion
- provide services that help combat disadvantage
- create opportunities to 'give back' and share skills through volunteering

Learning

- through creating opportunities with partners
- by creating smarter citizens through equal access to opportunities
- helping everyone reach their potential by providing learning and information resources
- making opportunities more equal by providing greater access to services
- improving skills for employment by providing greater access

Sustainability

- explore opportunities provided by technological developments
- work as co-creators and co-deliverers of libraries
- deliver greater value for money by working in partnership
- provide community spaces with support to local communities
- create services for commercial viability and support business

Social Value

The Contractor will deliver the Service in a way that maximises the positive social, economic and environmental impacts that an excellent community library can provide. Specific Social Value requirements to be demonstrated by the Contractor may include (but are not limited to):

- An increase in volunteering activity by making greater volunteering opportunities available to people from a wide range of backgrounds and skills
- Links with local businesses and community organisations are enhanced and provide mutual economic and social benefits
- Improved opportunities for inter-generational activities and involving people who are isolated or currently under-represented as library users
- Local heritage, cultural and artistic activities are supported and promoted