Libraries New Model & Service Review Implementation Plan

	Year 1													Year 2	Year 3
	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23 Mar 23	Apr-23 – Mar-24	Apr-24 – Mar-25

Workforce & Assets

★ 'Go Live' - new model & library closures

Mothball and decant Library inventory and stock from closed assets

Community Asset Transfer

Library Strategy

Development of Strategy & Delivery Plan for service and priorities

★ Strategy & Delivery Plan aligned to strategy, priorities and need

Review of Library Volunteer Strategy in line with corporate policy

★ Roll out of new Library Volunteer strategy

Information & Advice

Implementation and facilitation of new OSS model – Introduction of F2F and video appointments in nine libraries

Technology

ICB & Install new RFID machines at non-staffed sites

ICB & Install new RFID machines at remaining sites

Align to Council Digital Strategy – I.T. enhancement opportunities, 'Digital First'

Communication & Engagement

★ P&R Committee 18th February

★ TCCL Committee 16th June

New Model Consultation

Development of communications plan – inc. new model, planned closures and marketing

★ New Library Service Communication & Marketing Plan

Engagement with partners – development and management of 'non-staffed' sites

TCCL Committee 25th October ★

Engagement with volunteers

Service Planning & Improvement

★ Initiate Phase 1: Discovery & Define

Service review