

ANGUS COUNCIL

RECREATION AND CULTURAL SERVICES COMMITTEE – 01 JUNE 2000

EDUCATION COMMITTEE – 06 JUNE 2000

BEST VALUE SERVICE REVIEW EDUCATIONAL RESOURCES SERVICE

**JOINT REPORT BY THE ACTING DIRECTOR OF CULTURAL SERVICES
AND
THE DIRECTOR OF EDUCATION**

ABSTRACT

This report advises Members of the results of the Educational Resources Best Value Service Review and seeks the Committee's approval of the Service Improvement Plan prepared by the Service Review Team.

1. RECOMMENDATION

It is recommended that the Recreation and Cultural Services Committee and the Education Committee, each for its respective interests:

- 1.1 note the contents of this report
- 1.2 approve the proposed Service Improvement Plan [Appendix]

2. BACKGROUND

- 2.1 In accordance with the agreed schedule of Best Value Service Reviews, the Service Review Team has examined the operation of the Educational Resources Service (ERS) which Cultural Services operates on a client basis on behalf of the Education department.

The Review focussed on the principal functions of the Educational Resources Service, the interface between ERS and Cultural Services, and the interface between ERS and the Education Department.

The Review did not look directly at library services within schools (which will be considered within reviews of primary and secondary education) nor did it include services provided by Cultural Services to schools such as programmes of visits by pupils to public libraries or museums.

3. SERVICE REVIEW REPORT

- 3.1 A full copy of the Service Review is available in the Member's Lounge.
- 3.2 The fundamental objective of the Educational Resources Service is to support learning and teaching in Angus by providing high quality library support services and professional advice to a wide range of client groups within the Education Department.

The principal objectives of the Educational Resources Service are:

- Lending services to schools
 - Recording, copying and production of video material
 - Information, bibliographic and research services
 - Advisory services
- 3.3 Within these objectives, the main tasks involved in the Service are:

Lending Services

These include project collections, Reading for Enjoyment collections, Higher and CSYS material, staff development resources, special focus collections to support specific initiatives and artefact collections.

- identification, assessment and purchasing of resources across a range of topics and media
- selecting appropriate resources on behalf of customers
- tracing and obtaining specific requests e.g. inter-library loans
- administering the issue and return of resources
- resource monitoring and assessment

Information, Bibliographic and Research Services

- identifying appropriate resources to support curriculum development
- preparation of bibliographies and reading lists
- undertaking literature searches, reference and inquiry work
- mounting exhibitions and displays of resources
- providing access to preview collections

- mediating access to resources of local and national agencies for reference purposes

Recording, copying and production services

- recording and compiling of televised educational broadcasts aimed at primary and nursery schools
- necessary record keeping for copyright purposes
- reactive copying of individual programmes for schools
- copying compiled programmes for schools to retain
- identifying broadcasts which can be added to the lending collection or used for curriculum and professional development
- providing central copying services for audio cassettes and videos

Advisory services

These services are provided at a variety of levels - to staff in schools, school management teams and a range of groupings within the Education Department.

- advising the authority on the development and management of educational library and resource services and monitoring the quality of provision within schools
- advising on the development of in-school library resource centres including the design of new or refurbished accommodation
- providing practical workshop sessions to primary schools on the management and organisation of resources
- supporting schools in their selection and purchase of resources
- promoting ICT development and use within library resource centres
- supporting schools in developing pupils' information skills
- providing pastoral and professional support to school librarians
- interviewing and selecting school librarians
- identifying staff development needs and providing appropriate support for professional development of school librarians including the supervision of school librarians undertaking the Angus standard training programme for chartering
- organising and delivering in-service to schools

- organising promotions and events such as the Angus Book Award and author visits
 - developing initiatives in support of educational programmes such as early intervention, supported study and paired reading
- 3.4 This Best Value Report examined the operation of the Service in meeting these objectives through:
- Scrutiny of existing internal documentation relating to the service
 - Scrutiny of relevant published national and professional advice and guidelines, including related performance indicators draft or otherwise
 - Benchmarking of like services within our family of local authorities
 - Questionnaires to ERS stake holders
 - Interviews with key personnel in the Education and Cultural Services Departments
- 3.5 The review concludes that the standard of service is acceptable but has identified a number of areas which could be improved.
- 3.6 These areas are addressed in the proposed Service Improvement Plan [see Appendix]

4. SERVICE IMPROVEMENT PLAN

- 4.1 The Acting Director of Cultural Services and Director of Education endorse the Service Improvement Plan [Appendix] in full and it is recommended that Members approve this plan.
- 4.2 Notwithstanding the staff demands being generated by Best Value, there remains within the Council an absolute commitment to Quality Improvement. It is proposed therefore that the Improvement Plan should be implemented and progress in meeting its targets should be monitored.

5. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report. In the event of there being particular financial implications linked to any of the recommended actions for improvement then these shall be the subject of a future report to this Committee.

6. CONSULTATION

The Chief Executive, Director of Law and Administration and Director of Finance have been consulted in the preparation of this report.

Norman Atkinson
Acting Director of Cultural Services

Jim Anderson
Director of Education

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing

this report.

SERVICE IMPROVEMENT PLAN

ACTION	TIMESCALE	RESPONSIBILITY
STRATEGIC MANAGEMENT		
Submit draft SLA	June 2000	Review Team
Agree SLA	August 2000	Directors Education & Cultural Services
Establish calendar for strategic Management, user group and budget review	August 2000	ERS Librarian, HES, SMM
Monitor SLA	Ongoing	ERS Librarian
Monitor SIP	Ongoing	ERS Librarian, HES, SMM
Inform schools of developments & outcomes	Ongoing	Directors Education & Cultural Services
STAFFING		
Adjust staffing where possible Within current agreed Establishment levels	June 2000	Directors Education & Cultural Services
SERVICES		
Produce leaflet outlining ERS services	August 2000	ERS Librarian & SSM
<u>LENDING</u>		
Establish revised project loan service	August 2000	ERS Librarian
Launch revised language support service	August 2000	ERS Librarian
Introduce revised request & ILL procedures	August 2000	ERS Librarian

ACTION**TIMESCALE****RESPONSIBILITY**

Establish service providing multiple copies of project related titles to rural schools and support for learning staff

August 2000

ERS Librarian

Discontinue paperback novel sets to rural schools

August 2000

ERS Librarian

Establish small range of Paperback sets for support for learning staff

August 2000

ERS Librarian

Discontinue provision of general fiction support & project loans to secondary schools

August 2000

ERS Librarian

Begin to disburse excess stock

October 2000

ERS Librarian

BIB & REF

Submit costings relating to ERS catalogue

April 2000

Review Team

Agree ERS Catalogue progression

August 2000

Directors Education & Cultural Services

Investigate research services partnership

June 2000

ERS Librarian

Refocus CD-ROM preview collection

August 2000

ERS Librarian

RECORDING & COPYING

Discontinue service to schools

June 2000

ERS Librarian

ADVISORY SERVICES

Introduce programme for contact with schools management

August 2000

ERS Librarian

Produce guidelines to support in-school development

April 2001

ERS Librarian

ACTION	TIMESCALE	RESPONSIBILITY
<p data-bbox="185 369 386 394">INTEGRATION</p> <p data-bbox="185 436 613 562">Investigate the establishment of formal linkages between Cultural Services service point managers and schools</p>	<p data-bbox="662 499 834 525">August 2000</p>	<p data-bbox="951 499 1360 525">ERS Librarian, LISM, MC, SSM</p>

KEY

- ERS** Educational Resources Service
- HES** Education Department, Head of Educational Services
- SSM** Cultural Services, Support Services Manager
- LISM** Cultural Services, Libraries & Information Services Manager
- MC** Cultural Services, Museums Coordinator