

APPENDIX 1: Review of 2009-2014 Five Year Development Plan

Achieved in Full	Achieved in part	Work still in progress
<ul style="list-style-type: none"> ➤ Building developments delivered as planned and to budget at – Abercarn, Risca, Bargoed, Newbridge, and Caerphilly. ➤ Refurbishment and enhancement of Pengam, Deri, Rhymney, Blackwood, Aberbargoed, and Bedwas Library. ➤ Library Link Mobile vehicles purchased and in use. ➤ Wireless Computer Access implemented as part of new building developments and at all Libraries open 30 hours or more per week as required under the 4th Public Library Standards Framework, 2011-2014. ➤ Excellent partnership arrangements established with Community Education to improve learning facilities at new Library buildings and refurbishments. 	<ul style="list-style-type: none"> ➤ Review and realignment to Library Service Management Structure. ➤ Young Peoples spaces have been developed at a number of sites and work is ongoing to develop activities at each location that engage with this important audience to maximise the use of each area and the respective collections. ➤ Adoption at management level of a set of Customer care/Service Standards for the Library Service. ➤ Work on opening hours and review of service to smaller communities – on hold subject to future MTFP delivery requirements. ➤ Utilisation of – social media and other electronic customer communication tools remains an ongoing area of priority. ➤ Training has taken place to up-skill staff in reader engagement work and undertaking storytelling for under 5s as part of the Library Service development plan. 	<ul style="list-style-type: none"> ➤ Outreach and community engagement work has been carried forward into the new 2014-2017 Library Service Strategy for development and delivery. ➤ Early year's engagement plan and targeting of under 5's their parents/carers will form part of the 'Reading Together' priority strand for 2014-2017. ➤ Information Literacy development work will form part of the 'e-digital' priority theme for 2014-2017 linked to key age groups and life outcomes from supporting children with their studies to adults to gain confidence to seek employment with improved online and information skills.