

London Library Change Programme

Phase 2: Workforce Benchmarking, Review of Inter-library loans and Review of Common Procurement and Classification Standards

Bulletin no. 1: July 2009

1. Consultants

Consultants have now been commissioned to undertake the three strands of Phase 2 of the London Library Change Programme, as follows:

Phase 2 Strand	Organisation	Consultants	Contact
A workforce benchmarking study and options appraisal	CfE – Centre for Enterprise	Abigail Diamond Brian King Louise Peck	Abigail.diamond@cfe.org.uk 0116 229 3011
A review of common standards	Red Quadrant	Ben Taylor Mick Fortune / Ken Chad Graham Field Sarah Wilkie / Olivia Spence John Mallaghan Carl Ulbricht	ben.taylor@redquadrant.com 07931 317230
A review of Inter-library loans	Red Quadrant (as above)	Ben Taylor Russell Pask Sarah Wilkie / Olivia Spence Mick Fortune / Ken Chad Carl Ulbricht	ben.taylor@redquadrant.com 07931 317230

2. Governance and Project Team

This programme has been signed up to by the London Borough Chief Executives, London Libraries, CLOA, and other stakeholders and forms part of the wider Cultural Improvement Programme for London. It is being funded by London's Improvement and Efficiency Partnership, Capital Ambition.

The programme is governed by the London Library Change Programme Board, comprising:

Andrew Holden (Programme Sponsor and Chair)	Interim Director, MLA London
Kirsty Elderton	Assistant Director of Resources, London Borough of Barnet
Sue McKenzie	Head of Library, Arts & Heritage, London Borough of Brent & President of London Libraries
David Ruse	Director of Libraries, London Borough of Westminster
Rosemary Doyle	Head of Library & Cultural Services, London Borough of Islington
Diana Edmunds	Assistant Director of Culture, Libraries and Learning, London Borough of Haringey
Cllr Geraldine Reardon	London Libraries Nominated Board Member - London Borough of Waltham Forest
Cllr Lucy Ivimy	London Libraries Nominated Board Member - London Borough of Hammersmith and Fulham
Cllr Flick Rea	London Libraries Nominated Board Member - London Borough of Camden
Ken Cole	Procurement Advisor, Capital Ambition

The Project team is as follows:

Sue Thiedeman	London Cultural Services Improvement Manager
Abigail Moss	Development Manager, Improvement & Innovation, MLA London (Programme lead) abigail.moss@mlalondon.org.uk 020 7549 1702
Tina Morton	Improvement & Innovation Manager, MLA London
Veronica Howe	Improvement & Innovation Officer, MLA London

3. Timescale

An indicative timescale for delivery of Phase 2 of the London Library Change Programme is as follows:

15 – 20 July:	Working Group meeting 1 with consultants
July – Sept:	Consultation, data collection and testing with stakeholders; Working Groups 2 & 3
2, 8, 11Sept:	Interim reports at London Library Change Programme Board, CLOA/London Cultural Improvement Group, London Libraries
22 October:	Report to London Council's Culture, Tourism and 2012 Forum
9 Nov:	Capital Ambition Efficiency Board – report against Mie tool efficiency measurements
13 Nov:	Presentation at stakeholder conference

4. Working Groups

Representatives from each Local Authority have been invited via London Libraries to join the working groups that will advise the consultants. First meetings and membership are as follows:

Inter-Library Loans: 15 July 10am – 12.30pm

Judith Mitlin	Library Services Manager, Bexley Library Service
David Brockhurst	Assistant Director Libraries and Lifelong Learning London Borough of Bromley and Chair SELPIG
Ted Rogers	Head of Libraries, Archives and Information, LB Hackney
Nikki Copleston	Service Manager (Stock & Support Services)

Common Standards : 17 July 10am – 12.30pm

Madeline Barratt	Policy and Strategy Manager, London Borough of Enfield and member of LCIG
Judith Mitlin	Library Services Manager, Bexley Library Service
David Brockhurst	Assistant Director Libraries and Lifelong Learning London Borough of Bromley and Chair SELPIG

Workforce Benchmarking: 20 July 2 – 4.30pm

Ailbe McNabola	Museums, Libraries, Archives Council
Madeline Barratt	Policy and Strategy Manager, London Borough of Enfield and member of LCIG
Tom Pike	Head of Libraries, Museum and Local Studies' London Borough of Barnet
Judith Mitlin	Library Services Manager, Bexley Library Service
Lorna Lee	Head of Libraries, LB Waltham Forest
Susan Doyle	Development and Improvement Manager, LB Hillingdon
Pauline Deakin	Library Project Manager, LB Sutton

5. Overview

The London Library Change Programme is seeking to transform the quality, effectiveness and efficiency of London's library services.

It has been signed up to by the London Borough Chief Executives, Chief Leisure Officers and all London's Library services. It forms part of the wider Cultural Improvement Programme for London. London's Improvement and Efficiency Partnership (RIEP), Capital Ambition, is funding the Library Change Programme, together with contributions from MLA London and London Libraries.

Phase one of the programme consisted of a feasibility study. The report recognised that a lot of work has and continues to go into developing the sector, and seeks to provide tangible and practical recommendations.

Priorities for improvement identified were:

- Workforce Benchmarking
- Procurement and Stock Management
- Marketing and Communication
- Modernisation through use of technology

Phase two seeks to implement the report recommendations and to build a platform for Local Authorities to transform their services as phase three of the programme. As part of phase two of the programme Capital Ambition agreed to contribute half of the £249K required to support the following efficiency projects:

- Work force benchmarking exercise
- Detailed examination of the Inter Library Loans Process
- Developing common procurement standards (e.g. shelf ready stock)

These projects should pave the way to realise the potential for efficiencies through shared services and free up staff time to further improve the customer offer at phase three of the programme

The London Library Change Programme Board will continue to work with partners, MLA London, London Libraries, London Councils, Capital Ambition, and Local Authorities to deliver these projects.

The London Library Change Programme Board has also prioritised improved marketing and advocacy for London's Libraries through the work of "London Libraries" web development and campaigns programme. In addition it was recognised that the wider London Cultural Improvement work strands on Member Advocacy and Data Review had an important part to play in improving London's Library Services.