

# **WEST DUNBARTONSHIRE COUNCIL**

## **Report by Executive Director of Educational Services**

**Education and Lifelong Learning Committee: Date: 13 June 2012**

---

**Subject: Libraries & Museums Service Update**

### **1. Purpose**

- 1.1** To advise committee of the recent expansion, and current progress within the revised Libraries & Museums Service.
- 1.2** To inform committee of achievements and forthcoming initiatives within Libraries & Museums.
- 1.3** To recommend that the Libraries & Museums Section is re-named Libraries & Cultural Services.

### **2. Background**

- 2.1** In December 2010, following extensive consultation including staff, Trades Unions, the Scottish Libraries & Information Council and others, an options paper was presented to the Education & Lifelong Learning Committee seeking approval to implement the recommended option in order to deliver effective best value services within the restructured Libraries and Museums Section.
- 2.2** Following approval by the Education and Lifelong Learning Committee in December 2010, there has been a thorough review and restructure of the Libraries & Museums section, formed through the amalgamation of the Libraries Section and the Culture Section. The aim of this review has been to deliver real service improvement on a sustainable basis in a difficult economic climate. The focus has been on enhancing service delivery and the use of venues, addressing inefficient uses of staff time and empowering staff to support the delivery of more dynamic services.
- 2.3** Over the last 12 months, additional services have joined the section; these include the Youth Music Initiative, The Stand Dance Project and the Education Development Support Unit. A chart outlining the revised areas of service delivery covered by the section is attached as Appendix 1.

### **3. Main Issues**

#### Expansion of Libraries & Museums Section

- 3.1** The restructure of the section and amalgamation of services has included a revision of job profiles in consultation with staff and the Trades Unions.

These profiles empower staff at all levels to engage more fully in service delivery. This has been welcomed by staff and has resulted in a number of new projects, such as: frontline staff initiating and delivering children's art activities; 'knit & natter' groups; development of 'facebook for grandparents'; creation of a youth theatre; and day-time reading groups. The revised profile and consultation with staff at all levels has resulted in a change to working culture with staff enthusiastic to engage individually in improving service delivery. Consultation continues in the form of regular staff bulletins, an online suggestions box and forum, in addition to annual staff consultation events.

### Achievements and forthcoming initiatives within Libraries & Museums

- 3.2** Evidence of the impact of this cultural change can be shown through the increased delivery, achievements and innovative methods of working developed by the revised service. These are the result of integrated methods of working, making best use of resources, innovative partnerships with other WDC services and external National Agencies such as Museums & Galleries Scotland, The Scottish Book Trust and Creative Scotland. In the last 12 months the service has attracted over £300k of external funding to assist with service enhancements. A prestigious strategic partnership has been established with National Galleries of Scotland. Talks are also well underway with an artist of national standing with a view to hosting a major retrospective of his work in June 2013. West Dunbartonshire Council Bookbug sessions with Pre 5 children now feature in the top quartile nationally. In addition the annual Booked! Festival and regular What's On Guide have grown in scale by 100% and 57% respectively with no additional budget. Further information on achievements and forthcoming initiatives is provided as Appendix 2.

### Re-naming of the Libraries & Museums Section

- 3.3** The title Libraries & Museums no longer reflects the broad range of integrated service areas now forming this section; the nature of the service would be more accurately reflected by the title 'Libraries & Cultural Services'. The section comprises three teams which now incorporate services areas such as: Public Libraries; support services including Bibliographic Services and Reader Development; Museums and Heritage Centres; Arts Development; the Stand Dance Project; Quest Training Programmes; Youth Music Initiative and the Education Development Support Unit. The reshaping and expansion of the Libraries & Museum Section over the last year has resulted in a change in culture at all levels of the service, and an expansion and increase in service delivery areas, which are more accurately encompassed by the broader term Libraries & Cultural Services.

## **4. People Implications**

- 4.1** There are no personnel issues identified as a result of this report.

## **5. Financial Implications**

- 5.1** There are no financial implications within this report. All aspects of service delivery will be produced within existing budgets, and/or be enhanced through securing external funding.

## **6. Risk Analysis**

- 6.1** There is no increased risk to the Council associated with the contents of this report.

## **7. Equalities Impact Assessment**

- 7.1** There are no equalities impact issues raised as a consequence of this report.

## **8. Strategic Assessment**

**8.1** How will this help make best use of our money?

The amalgamation and review of services identified within this report have been approached in line with Best Value. A number of initiatives have achieved match funding through external agencies such as the Heritage Lottery Fund, Creative Scotland, The Scottish Book Trust and the Scottish Libraries & Information Council; thereby maximising the potential of WDC investment.

**8.2** How does it make better use of our physical and human assets?

In addition to the resulting Best Value use of existing budgets and maximisation of external funding, the revised and amalgamated service aims to promote accessible service to all members of the community it serves, making best use of resources, utilising venues out of hours to maximise usage, and enhancing facilities through capital investment. New profiles written in consultation with staff and Trades Unions empower staff to be more fully engaged in service development and delivery making best use of their energy, skills and experience.

**8.3** How does it change or impact on service provision?

The enhancement of Clydebank Museum will result in a Museum and Gallery suitable for exhibitions from national and international institutions such as the National Galleries, which will appeal to local, national and international audiences, increase tourism and improve the museum's performance in Statutory Performance Indicator reporting. The integrated Libraries & Museums Service aims to promote events and activities which are at the heart of the community and promote accessibility to art and heritage. The integrated programme of events and activities being developed is a strategic initiative which makes best use of resources including staffing, with all areas of the service working together making best use of skills and resources.

## **9. Conclusion and Officer's Recommendation**

- 9.1** The restructure and integration of the Libraries and Culture Sections has offered an opportunity to establish a revitalised portfolio of service which are both dynamic and sustainable. It has provided the opportunity to involve staff at all levels in developing the service with the aim of linking strongly with the community, enhancing service delivery in line with public demand, and being ambitious and inclusive in its aims for the future.

The Committee is invited to:

- a) note the recent expansion of the amalgamated Libraries & Museums Section, and current progress;
- b) note the achievements and forthcoming initiatives within Libraries & Museums as detailed in Appendix 2; and
- c) agree the change of name to Libraries and Cultural Services.

---

Terry Lanagan  
Executive Director of Education

**Person to Contact:** Gill Graham, Section Head Libraries & Museums  
Educational Services, 19 Poplar Road, Dumbarton  
G82 2RJ.  
Tel: 01389 608042.  
E-mail [gill.graham@west-dunbarton.gov.uk](mailto:gill.graham@west-dunbarton.gov.uk)

**Appendices** Appendix 1 Revised Areas of Service Delivery  
Appendix 2 Achievements and forthcoming initiatives in  
Libraries & Museums.

**Wards Affected:** All Wards