

## Libraries Taskforce: Action Plan to March 2020

[Libraries Deliver: Ambition for public libraries in England 2016-2021](#) (published in December 2016) set out a vision for the sector through to 2021. During 2017, the Taskforce laid many of the foundations to achieve this. This Action Plan sets out our main goals and work areas, and a description of the outcomes we want to achieve against each, over the rest of this period. We want to:

- equip library services to be able to position themselves effectively, and be fully integrated, within wider council strategic thinking
- empower the library workforce with the support, understanding, knowledge and skills they need to deliver successfully for users and partners

**LIBRARIES  
TASKFORCE**

These collective work areas are in addition to work the Taskforce will do to support and amplify work being led by individual Taskforce members (for example, the British Library’s work to take forward a Single Digital Presence for libraries, and SCL and CILIP’s work to implement a Public Libraries Skills Strategy); or any advice it provides, or convening work that it undertakes, to assist library services on request.

Every 6 months we publish a [progress report on GOV.UK](#). Each report sets out in detail what the Taskforce has undertaken during the previous period to take its Action Plan forward, and what it will be working on during the next 6 months.

What the Taskforce is going to do	<i>Goals in 2018</i>	<i>Goals in 2019 and 2020</i>	<b>Outcomes by 2021 (drawn from Ambition)</b>
The Taskforce will continue to develop and promote a strong and coherent narrative around the contribution public libraries make to society and to local communities.	Revitalising the public libraries ‘brand’, backed up by common communications assets, for use by all  Joined-up programmes of promotional activity established, based on this	Increased public awareness about what libraries can offer	Everyone understands what library services offer and how they can make the most of what’s available to them; and they choose to use libraries because they see clear benefits and positive outcomes from doing so
It will promote public libraries actively to national and local government, potential funders, and to the general public.	Inclusion of public libraries in government strategy documents and delivery plans	Inclusion of public libraries in government strategy documents  Increasing recognition within councils, and with other local	Decision makers in both central and local government are aware of the way in which public libraries can help them achieve their strategic objectives and

	<p>Greater recognition within councils of the role that public libraries can play in delivering their strategic objectives</p>	<p>partners, of the role that public libraries can play in delivering their strategic objectives</p> <p>Practical integration of libraries within other services' strategies and work programmes</p>	<p>including libraries within their programmes and plans</p> <p>Public libraries are partnering with, or being commissioned by, central and local government and other organisations to deliver a wide range of services into communities</p> <p>Public library services have the skills to effectively market what they do to users and decision makers</p>
<p>The Taskforce will provide library services and potential partners with easy access to evidence and data to inform their decision-making</p>	<p>A consistent, shared approach for library services to gather and publish data is in place</p> <p>The existing research database is maintained, developed, and used by libraries to improve the quality, efficiency and effectiveness of their services</p> <p>The future research programme is used to steer and encourage potential funders to resource further priority research work</p> <p>Library services are aware of these resources and trained to use evidence and data effectively (for advocacy, improvement initiatives, etc)</p>	<p>All library services are publishing the information they collect in a consistent way</p> <p>All library services are using data and evidence actively, to improve their services and to support advocacy</p>	<p>The core dataset is published as open data by all library services</p> <p>There is an openly and easily accessible source of information on research and statistics relating to public library good practice and impact</p> <p>Library services demonstrate they have the skills required to:</p> <ul style="list-style-type: none"> <li>- generate and use this evidence and data effectively</li> <li>- improve the way they run services</li> <li>- promote what they do to users</li> </ul>

			and potential partners
<p>The Taskforce will ensure there is clearly signposted, step by step guidance and peer support to take library services through the process from setting their strategic objectives to delivering a sustainable service</p>	<p>Learning from further analysis is identified and shared across the sector. For example on library services 'bucking the trend' on performance, funding, efficiencies and different delivery models and shared services.</p> <p>The Benchmarking Framework for libraries is promoted and developed, including setting up a support network for those using it</p> <p>Approaches set out in the Taskforce toolkits are promoted, with practical support and encouragement provided to councils and library services to embed these into how they work</p>	<p>Library services are actively using the tools and frameworks created by the Taskforce, with appropriate support</p> <p>Voluntary sector-led accreditation scheme is established and supporting service improvements [NB. if it is decided this would add value - to be assessed by March 2019]</p> <p>The approaches and advice the Taskforce promotes are kept up to date to reflect changing issues and environment</p>	<p>Councils and library staff say they have access to the guidance and practical support they need to improve their services, and to position public libraries effectively in the delivery of overall local public service provision</p> <p>Library services are actively adapting their funding and delivery models and services to meet new circumstances and changing user needs</p> <p>Library services are working together as a vibrant network, sharing knowledge, resources and insights, building on a consistent core offer and improving the way they work with partners and suppliers</p>
<p>The Taskforce will help ensure the sector (paid staff and volunteers) understands the future vision for public libraries, and has the skills and support it needs for the future</p>	<p>A programme of activities/events to develop the sector's leadership, skills, and knowledge - via training sessions (including online provision), sector forums, masterclasses, peer reviews, apprenticeships, secondments, etc - is established, linked to the Public Libraries Skills Strategy</p>	<p>The programme of skills development is regularly refreshed to keep it up to date, in response to changing issues and sector needs</p>	<p>People working in public libraries demonstrate the understanding, confidence, skills and knowledge they need to lead and succeed in a changing environment</p> <p>Councils and library services are using the Public Library Skills Strategy to inform the learning and development offer they provide to their councillors and senior officers, library workforce</p>

	<p>The Taskforce and its member organisations will refine and iterate their working practices to adapt to the current environment; decide how they can best work together to support, add value and share good practice across the sector for the future; and plan for how any changes will be implemented</p>	<p>Taskforce member organisations increasingly lead on taking Ambition actions forward</p>	<p>and volunteers</p> <p>The sector is confident that it has the right configuration of support to thrive for the future</p>
<p>The Taskforce will continue to be open and transparent about its work</p>	<p>Everyone can see how the Taskforce has gone about achieving the aspirations set out in the Libraries Deliver: Ambition document, and what it has accomplished at each stage - via its <a href="#">meeting minutes</a>, <a href="#">6 monthly progress reports</a>, and annual reviews of the Ambition document and Action Plan</p>		