

## **1. Background**

At its meeting on 25 March 2017 the Board agreed the 2017/18 Library Plan (BM/17/04).

The Plan continues to be based upon the six strategic priorities agreed in the 'The Way Forward', as well as those 'Enablers' which help to meet the strategy e.g. People, Technology and Finance.

The Plan contains 56 targets for the year and identifies 15 Key Indicators which the Library would use to help assess the achievement of its strategic priorities. Among other measures, it included metrics on the percentage of items in a digital format, visitor numbers, website visits and staff absence rates.

The targets and key indicators are assigned to a staff member – typically a Head of Department. On a quarterly basis a Dashboard is produced which incorporates the progress against the targets plus the performance against the Key Indicators.

The Dashboard is reviewed by the Library Leadership Team and, where necessary, actions are agreed to keep the Plan on track. Results are also reported to the Board.

This report details the results at the end of June 2017 (Quarter 1). The results will also be placed on the 'How the Library is Performing' section of the [Library's website](#).

## **2. Achievements / Performance in the quarter to June 2017**

Over the first quarter of the year the Library has made solid progress with the 2017/18 Library Plan.

Two appendices are attached. These are:

- Appendix A – a summary of progress against the Library Plan targets, and;
- Appendix B – a summary of progress against the Key Indicators.

Appendix A shows that over 91% of the targets set for the year are on schedule to be met. Three targets (5%) have been assessed as 'Amber'. This means they are slightly behind schedule, but should still be achieved during the planning year. Two targets (3%) are now unlikely to be achieved. Detail on these is provided below.

Some of the specific targets achieved or significantly progressed towards in the first quarter include the following;

- The report and recommendations on National Bibliography of Scotland was approved at the Library Leadership Team June meeting and the work to progress the recommendations began in Q2.
- The Enduring Eye exhibition opened in June;
- The Equalities Mainstreaming Report was published April 2017 in line with Public Sector Equality Duty; and
- Procurement is now complete for the new Library Services Platform.

There are two targets which are not unlikely to be met during 2017/18. These are the following;

- Fulbright Scholarship – the appointed scholar is now not able to travel to Scotland and the role will now not be filled during 2017/18. Applications will soon open for the 2018/19 Fellowship;
- Application for Archival Accreditation by March 2018 – given the scale of the work involved and the review of the scheme it is unlikely that this target will now be achievable in 2017/18.

Appendix B shows the results of the 15 Key Indicators for the first three months 2017/18. There has generally been good performance, including:

- Environmental Compliance above 99% during the period;
- Almost 1.1 million web sessions over the 3 months – an increase of 23% over the same period last year; and
- The percentage of the Library's collections available digitally has increased to 12.7% compared to 11.8% at the start of the year.

Over the coming months particular attention will be paid to the results for Development Fundraising and User Satisfaction levels which are below the targets set for the first quarter.

### **3. Recommendations**

The Board is asked to note the contents of this report.



Strategic Priority No	Description	Red	Amber	Green	Total	Strategic Priority No	Description	Red	Amber	Green	Total
1	Safeguarding Collections - We will be the guardian of the published and recorded memory of Scotland for current and future generations	0	1	6	7	5	Inspiring Engagement - We will design and deliver public engagement programmes that will educate, entertain and inspire the communities of Scotland.	0	0	8	8
2	Access - We will make it easier to access our collections. <b>By 2025 — the centenary of the Library's foundation — we will complete a full listing of the Library's holdings and have a third in digital format</b>	0	1	4	5	6	Reaching Out - We will develop the National Library as an exciting and memorable destination for both onsite and online visitors.	0	0	6	6
3	Promoting Research - We will encourage and promote research as a defining characteristic of the Library	1	0	7	8	7	Enablers - Delivering the Strategy	1	1	13	15
4	Supporting Learning - We will ensure our collections and services make an important contribution to the education, learning and advancement of our citizens and the success of our nation	0	0	7	7						
Overall Performance		2	3	51	56						
By Objectives		3.6%	5.4%	91.1%							

## KEY INDICATORS 2017/2018

Strategy Element	Key Indicator Name	Target/Indicator for the Year	Responsibility for Completion	2017/18 Results Q1	2017/18 Results Q2	2017/18 Results Q3	2017/18 Results Q4	2017/18 Cumulative	2016/17 Results up to Q1	R-A-G Rating	Comment
Safeguarding Collections	Environmental Compliance	98.00%	Head of Collections Management	99.56%					99.26%	G	
Safeguarding Collections	Growth in Collections	1.4-1.5 million	Head of Collections Management	330,365					435,000	G	Not including digital production
Improving Access	Percentage Reduction in Hidden Collections	7%	Head of Collections Management	3.16%					0.74%	G	This is the cumulative reduction
Improving Access	Percentage of Collections in a digital format	13.5-14.0%	Head of Collections Management	12.72%					7.71%	G	Not including digital production
Promoting Research	Number of research collaborations	15	Head of Collections & Research	21					13	G	
Promoting Research	Reading Room Visits	65,000-70,000	Head of Access	17,869					15,829	G	Q1 2016/17 did not include Kelvin Hall figures which are now included.
Supporting Learning	School/Lifelong Learning workshops etc	130-160	Head of Access	68					29	G	Includes a number of workshops funded as part of our <i>Enduring Eye</i> Exhibition
Inspiring Engagement	Exhibition Visitors	95,000-105,000	Head of Access	23,247					33,908	G	
Inspiring Engagement	Number of Public Engagements/Events	95-110	Head of Access	32					50	G	For 2017/18 includes all Library events/talks as opposed to just Access-led ones.
Reaching Out	Website Usage (Web sessions)	4.0-4.5 million	Head of Access	1,066,985					869,438	G	
Reaching Out	Overall User Satisfaction levels	8.6	Head of Access	7.25					8.60	A	Based on average of multiple scores for two visits. Poor scores for KH toilets and use of some digital content by visually disabled reader has pulled the scoring down.
Enablers	Staff Absence Rate (Days per Employee)	7.2-7.5	HR Manager	1.3					1.5	G	
Enablers	Amount raised against Fundraising target	100%	Head of External Relations & Governance	3%					21%	R	Low result for Q1 due to vacant posts.
Enablers	Central Support costs as a percentage of Library income	7.5%	Business Support	5.40%					4%	G	There has been a change in the way the figures have been calculated between 2016/17 and 2017/18
Enablers	Media Profile (Advertising Value Equivalent)	2.2-2.6 million	Head of External Relations & Governance	£624,580					£261,500	G	Based on this April to June AVE the Library is on track to achieve the 2017/18 target.