**Library Plan Update
2018/19 – June 2018 (Q1)**

National Library of Scotland
Leabharlann Nàiseanta na h-Alba

1 Background

At its meeting on 28 March 2018 the Board agreed the 2018/19 Library Plan (BM/18/14).

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 & Finance.

The Plan contains 50 targets for the year and identifies 15 Key Indicators which the Library will use to help assess the achievement of its strategic priorities. Among other measures, it includes 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 2018 (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 2018

Over the first quarter of the year the Library has made a satisfactory start with the 2018/19 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 94% of the targets set for the year are on schedule to be met. Three targets (6%) have been assessed as 'Amber'. They are slightly behind schedule, but should still be achieved during the planning year. No targets (0%) are currently assessed as being unlikely to be achieved.

Some of the specific targets achieved or significantly progressed towards in the first quarter are:

- The test data migration and initial Alma and Primo configuration was completed. Data checking, workflows and processes are in development and the implementation of the new Library Services Platform is on schedule.

- The agreement with the British Library for the Unlocking Our Sound Heritage project was approved and signed. Recruitment is on schedule and the sound digitisation studio at Kelvin Hall has been set-up and tested by British Library staff, ready for project start in September.

- The 'Youngwummin' skills development project in partnership with the Youthlink project for World War 1 took place with the exhibition on 26 June.

- The Graham Brown fellowship was appointed in June.

- 38% of the annual digitisation target was met in the first quarter.

- There was good progress with the project to ensure that Library policy and practice complied with the GDPR by the beginning of May 2018.

- The updated system of Forward Job Plans/Annual Staff Review/Development meetings was rolled out across the Library.

Appendix B shows the results of the 15 Key Indicators for the first three months 2018/19. There has generally been good performance, including:

- A 1% increase, over the quarter, in the percentage figure for the Collections in a digital format.

- A large number of learning and outreach events.

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

3   New National Performance Framework launched/Draft Culture Strategy

On 11 June the Scottish Government launched a new National Performance Framework. Under the legislation there is a requirement for this to be reviewed every five years.

The new National Performance Framework includes 11 National Outcomes that set out high levels aims such as 'We are creative and our vibrant and diverse cultures are expressed and enjoyed widely'. 81 National Indicators will be used to track and measure progress towards achieving them. In the case of the National Outcome mentioned above the National Indicators are:

- Attendance at cultural events or places of culture.

- Participation in a cultural activity.

- Growth in the cultural economy.

- People working in arts and culture.

The new National Outcomes are also specifically aligned to the United Nations Sustainable Development Goals. These include:

- Gender equality.

- Reduced inequalities.

- Responsible consumptions & production.

Under the Framework Agreement with the Scottish Government the Library must show that its plan contributes to the achievement of the SG's primary purpose of increasing sustainable economic growth and alignment with the SG 's National Performance Framework (NPF).

The Library will continue to discuss with our sponsor team what elements are relevant to this organisation.

The Scottish Government has also recently launched a draft Culture Strategy and has asked for comments. As part of the new strategy a Measuring Change Group is to be established which will advise on approaches to monitoring and evaluation. The Library will be submitting comments on the draft and is planning to offer to take part in the Measuring Change Group.

4   Recommendations

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

Appendix A – a summary of progress against the Library Plan targets

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	4	of 5		5	Inspiring Engagement - We will design and deliver public engagement programmes that will educate, entertain and inspire the communities of Scotland.	0	2	3	of 5
2	Access - We will make it easier to access our **collections. 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	0	0	6	of 6		6	Reaching Out - We will develop the National Library as an exciting and memorable destination for both onsite and online visitors.	0	0	6	of 6
3	Promoting Research - We will encourage and promote research as a defining characteristic of the Library	0	0	7	of 7		7	Enablers - Delivering the Strategy	0	0	10	of 10
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	11	of 11							

		Red	Amber	Green	Total
Overall Performance		0	3	47	50
By Objectives		0.0%	6.0%	94.0%	

Appendix B – a summary of progress against the Key Indicators

Key Indicator Name	Target/Indicator for the Year	Responsibility for Completion	2018/19 Results Q1	2017/18 Results up to Q1	R-A-G Rating	Comment
Environmental Compliance	95.00%	Head of Collections Management	98.51%	99.56%	G	
Growth in Collections	1.025 million	Head of Collections Management	416,855	330,365	G	
Availability of non-print legal deposit access	99%	Head of Digital	100%	99%	G	
Percentage Reduction in Hidden Collections	10%	Head of Collections Management	7.79%	3.16%	G	Increase from 7.2% at end of March 2018
Percentage of Collections in a digital format	14%	Head of Collections Management	14.94%	12.72%	G	Increase from 13.9% at end of March 2018
Number of research collaborations	20	Head of Collections & Research	38	21	G	Note that some of these collaborations either finished at the end of the 2018-19 academic year or will finish shortly so this number may decrease Q2
On-site learning & community events/Outreach learning & community events/Onsite other programmed events	130-160	Head of External Relations & Governance	75/9/21(105)	68	G	
Exhibition Visitors	35,000-40,000	Head of External	19,518	23,247	G	Exhibition visitors numbers were down compared with Q1 2017/18. Although

		Relations & Governance			G	popular, the Muriel Spark exhibition was not expected to match the popularity of the previous year's exhibition 'You Are Here: A Journey Through Maps' which appealed to a much wider audience.
Website Usage (Web sessions)	5.0-5.5 million	Head of Digital	1.236 million	1.066 million	G	There has been a drop in sessions in Q1 compared to Q4 in 2017/18. This was spread across all subsites. This was also seen at the start of 2017/18. Possible reasons are under investigation.
Reading Room Visits	62,000-67,000	Head of Access	15,346	17,869	G	Reader numbers were down 15% compared with Q1 with the largest fall occurring in Kelvin Hall. For the latter, the drop in numbers probably reflects a tail off in "curiosity" visits by Glasgow residents keen to visit the new centre. Current numbers reflect a stronger mix of research use and cultural tourists and will help in predicting potential for further growth. However, still currently on target for 2018/19.
Physical Collections Capacity	6753 linear metres	Head of Collections Management	n/a	n/a	G	This is a new target which will be collected over Q2-Q4
Staff Absence Rate (Days per Employee)	7.1-7.4	Business Support	1.8	1.3	A	Has been an increase compared to last two Q1 figures. Will be kept under review.
Amount raised against Fundraising target	100%	Head of External Relations & Governance	6%	3%	A	Focus during Q1 has been on developing a prospect pipeline, developing fundraising projects portfolio, GDPR response and establishing Fundraising policies and reporting systems.
Support costs as a percentage of Library	10.7%	Business Support	10.2%	5%	G	

income						
Staff Engagement	Top Quartile	Business Support	n/a	n/a		Results expected in Q3