# A NEW LIBRARIES PERFORMANCE MANAGEMENT FRAMEWORK

The attached consultation document should be of interest to practitioners, users, stakeholders, partner bodies and individuals with an interest in public libraries. It seeks views on a proposed new performance management framework for public libraries, which comprises of a set of performance indicators. The framework will help local authorities and members of the public understand how well their library service is performing.

A Local Government White Paper published in November 2006 set out proposals for a new relationship between central and local government and proposed changes to the way that local government performance would be assessed. This framework is our response to the environment created by the Local Government White Paper, and will be part of a package that will be developed to demonstrate libraries' contributions to communities and local authority priorities.

The new framework will also include: a toolkit to help local library managers demonstrate libraries most significant contributions to Local Area Agreement (LAAs) themes of Children and Young People; Healthier Communities and Older People; Economic Development and the Environment, and Safer and Stronger Communities (to be produced by September 07). LAAs set out the priorities for a local area agreed between central government and a local area (the local authority and Local Strategic Partnership) and other key partners at the local level. LAAs simplify some central funding, help join up public services more effectively and allow greater flexibility for local solutions to local circumstances.

The new framework, which will be in place for April 2008, will provide managers of library services with a tool to help them measure and understand the performance of their library services in the key areas of access, resources, quality and efficiency. It also includes two high level indicators covering satisfaction and participation which will provide a clear impression of how the service is performing overall. The Framework will also allow both library service managers and users to track their own service's performance over time and to compare it to that of other authorities.

We would welcome your views on the attached document and we have posed a number of specific questions on the indicators proposed for inclusion in the framework on pages 39 & 40. Responses should be emailed to:
libraries.performance@mla.gov.uk or posted to: Andy Birleson, MLA, Victoria House, Southampton Row, London, WC1B 4EA. **The deadline is Wednesday 4th July.**

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