

Libraries Registration & Archives (LRA)

LRA Ambition document development

Member working group- Draft Terms of Reference

Revision History

Version	Date	Authors	Comment
0.1	03/05/2017	Jackie Taylor-Smith and James Pearson	First draft
0.2	04/05/2017	Jackie Taylor-Smith and James Pearson	Updated following feedback at LRA ambition project team meeting
0.3	13/07/2017	Jackie Taylor-Smith and James Pearson	Updated following feedback from Barbara Cooper and Karla Phillips

Document Sign-off

Name	Signature	Title	Date of Issue

Document Distribution

Document	Date

1. Member working group terms of reference

These terms of reference outline the role and requirements of the member working group to support the process of developing a set of ambition statements for the Libraries, Registration and Archives (LRA) service.

2. Working group aim

For Members to be equipped with the relevant information using an evidence-based approach, in order to shape the development of the LRA ambition statements.

3. Background

The LRA service is an internally commissioned, primarily statutory and highly valued public service delivered in Kent through a network of 99 libraries, 6 Register Offices, 5 mobile libraries; an archive centre; the stock distribution and support function building at Quarrywood; the information service comprising the public 'Ask a Kent Librarian' service, the KCC member information point and the 24 hour accessible online services. As such, the service has a unique reach into Kent's communities and reaches a wide range of people and is a key contact point for KCC.

The LRA service also delivers the record management service on behalf of KCC and is contracted to deliver the registration service on behalf of the London Borough of Bexley. The service employs approximately 440 full time equivalent staff. In terms of the library service, Kent is the largest service in the country. It is also the only local authority to deliver birth and death registration from libraries, in an integrated LRA staffing model.

LRA's services are open to everyone, but also targeted to help those who most need them. Through these services, people improve their literacy and foster a lifelong love of reading; are supported in finding information, developing the skills to use online channels and becoming more active citizens; register key points in their lives and the lives of their families; and come together to form strong community ties. The service also contributes to improved health and wellbeing, and tackling social isolation. LRA is committed to continually developing to ensure that it meets the ever-changing needs of the people and communities of Kent. This offer is delivered through three services:

- **Libraries:** The service is delivered through library buildings across the county, the mobile library service, our online offer, and for those unable or not wanting to use these options, a range of outreach services such as the home library, our online offer and postal loan services. As well as books, we also offer access to ICT, a place to meet others and a range of events and activities for all ages.
- **Registration:** Through this service people can register a birth or death, get married at one of our 6 KCC or over 200 licensed venues across

the county, and get their passport or settlement application forms checked. We also offer a welcoming ceremony to new UK citizens in Kent.

- Archives: With over 8.5 miles of unique and precious historical archive material, the service works to conserve, protect and provide access to this remarkable collection for current and future generations. Based at the Kent History and Library Centre in Maidstone, the service is working to renew its archive accreditation standard, to make more material available to a wider audience and exploring the potential of digitisation to do so.

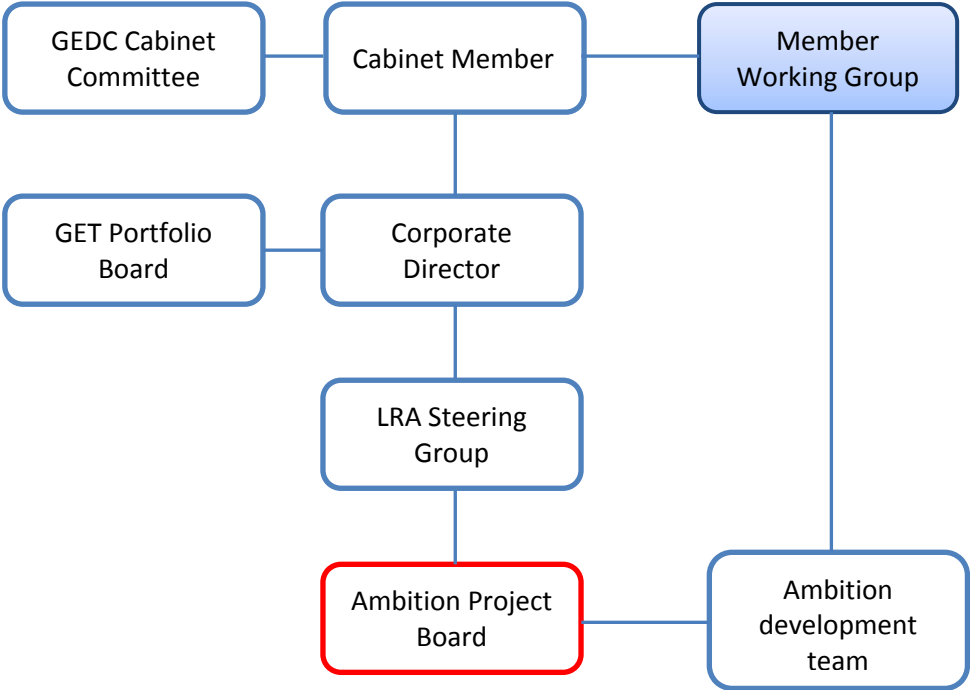
LRA has an excellent track record of delivering a good service. With the publication of the national strategy document – ‘Libraries Deliver ’ and changing demography of Kent, it is timely for LRA to establish a clear set of ambitions so that resources are focussed around the needs of the customer, where most positive benefit can be delivered and to ensure the service develops to be sustainable for the long term.

4. Working group accountabilities

To review evidence and data provided by officers in order to guide the development of a set of ambition statements, to challenge and inform proposals with a particular focus on customer need and the financial parameters the service will need to operate in.

5. Working group governance

- Meet as required, aligned to the timescales for the production of the draft ambition statements
- Meetings will be chaired by Sarah Hohler, Deputy Cabinet Member for Community and Regulatory services (Proposed)
- Key discussion and action points will be recorded and provided to the group
- The agenda and any relevant papers will be issued to the working group five working days prior to each meeting by the project manager via email
- Findings and proposals arising through the project will be presented to the working group for discussion and feedback.



6. Core membership

TBC