

Performance Monitoring

1. This annex gives a fuller account of the meetings held between Community Partnered Library (CPL) Steering Groups and the CPL Support Team, as detailed in the Performance section of the main report.

Byfleet

- Rhymetime became oversubscribed and a second rhymetime has been successfully set up.
- Byfleet have expanded opening hours to include an evening and Sunday and are planning further changes.
- Ideas about how children's stock and activities can be improved to attract more children.
- How to tackle a decline in numbers attending the craft event.

New Haw

- New Haw had a very severe problem with flooding in the rear driveway which had to be pursued for many months and concerns about parking.
- Safeguarding issues
- Development plans to create a quiet area with coffee, seating etc
- Looking at ways to increase use and boost figures
- Carrying out of user survey and development of vision
- Accident reporting and fire procedures
- How to improve stock
- Attendance and role of CPL team

Tattenhams

- Wish to improve kitchen
- Improvement to layout of the library by moving PCs
- Safeguarding Training and organisation of volunteers
- Problems with beam counters
- Negative publicity initially followed by positive publicity and a very successful "open day" event
- Encouraging use

Virginia Water

- CPL Support Team attend CPL management meetings on request, in addition to the formal performance review meetings.
- Large project involving expansion into the new room

- Author events, rhymetimes and storytimes well attended, further guidance given from CPL Support Team
- Training on new alarm system
- Stock offer - making sure that all volunteers are aware of new stock
- School outreach, supported by CPL Support Team in the form of training, joint visits and materials from Programme Team

Warlingham

- Plans to expand library into the garden to allow outside activities to take place
- Room hire policy
- Development of services for housebound users
- Improving the format of statistics
- Responsibilities and roles of paid staff and volunteers
- Volunteers taking on rhymetime and storytime activities

Stoneleigh

- More detail needed on patterns of use
- Continuing problems with licence
- Clarification of MOU
- How fall in use figures could be addressed
- Improvements to layout
- Becoming involved in stock selection pilot and stock policy
- Students with learning difficulties undertaking work experience.