

### Community Partnered Libraries (CPL) Support Offer

	Current Offer	Proposed Offer going forward	Why change?
1.	Training delivered by library service using a range of formats to meet statutory needs, refresh and introduce new policies and procedures	Training delivered by library service using a range of formats to meet statutory needs, refresh and introduce new policies and procedures. To make efficiencies, training will be delivered jointly with staff across the library service where this is appropriate.	<p>Training will continue to be delivered as needed to CPL volunteers. Currently training is cascaded by Lead volunteers and this will continue.</p> <p>CPL Steering groups embrace Lead volunteers attending joint training sessions with paid staff in local libraries. This will benefit both volunteer and staff in building relationships and local ties.</p>
2.	Dedicated CPL Helpline during weekdays	<ul style="list-style-type: none"> <li>i. Telephone support from the link libraries within the main network Monday to Saturday</li> <li>ii. Direct telephone access to the Property Helpline</li> </ul>	<p>The dedicated CPL Helpline is staffed during weekdays. Going forward all queries can be directed to a group of local link libraries and SCC's Contact Centre.</p> <p>Property Services have also agreed to take calls directly from volunteers in CPLs. Volunteers will be trained and supported with procedures and FAQs.</p> <p>In response to feedback from CPLs we will also ensure library staff are given refresher training including visiting a CPL to support library staff to understand the needs of CPL volunteers.</p>
3.	Direct link to specialised library teams e.g. the stock team	Direct link to specialised library teams e.g. The stock team	Currently the CPL Support team help specialised library teams to adapt policies and procedures for volunteers. Staff in specialised teams will be trained to be able to interpret policies and procedures for volunteers both in CPLs and across the service and share these directly.

4.	Access to the public interface of the library management system	Increased access to IT software (library management system) giving more independence and control as well as onsite support for local customers.	<p>Currently volunteers use public PCs and a laptop to support customers. Further access to areas of the library management system will enable volunteers to undertake a wider range of services and support to local customers without contact with staff. Volunteers will be trained and supported fully to use new IT functionality.</p> <p>We are taking advice on all areas of GDPR to ensure the service implements clear guidelines.</p>
5.	A CLS Support team Officer attends Steering group meetings which are usually held monthly.	Evaluation and feedback through quarterly monitoring meetings with Steering Group or relevant group members to provide relevant support and assess and agree resolutions to any areas of concern.	Whilst attendance Steering group meetings is helpful, it is not always necessary. Where there are concerns or issues to be addressed, Officers can be invited to attend meetings as needed.
6.	Support with escalating and dealing with issues where needed	Support with escalating and dealing with issues where needed	Where needed, staff will escalate any concerns and liaise directly with SCC departments and contractors to resolve any ongoing issues.
7.	Weekly onsite support from a CPL Support team Officer	Monthly support either onsite or through agreed communication channels for a CPL Support team Officer	<p>As CPLs have become more experienced and shown capability of managing, the onsite support is not needed. Consultation with CPL groups highlighted that volunteers are keen to take more on and are comfortable with monthly contact.</p> <p>The tasks performed during a weekly onsite visit to CPLs have been identified and discussed with CPLs who are willing to perform some of these tasks locally whilst alternative solutions involving technology or link library support have been identified to ensure all relevant process are continue to be delivered.</p>