

Progress against Key Objectives and Key Performance Indicators 2014-2015 – Quarter 1 (01/04/14 – 30/06/14)

Ref:	Description	Annual Target	Q1 Progress	Q2 Progress	Q3 Progress	Status
						R/A/G
<p><b>Objective CHL1:</b> To enhance access to our collections by making catalogues and digitised archive content available for use online around the world, and broadening and deepening access in all its forms.</p> <p>Q1 - Overall usage is on target.</p>						G
KPI CHL1	To make the collections available to the public. [London Metropolitan Archives]	26 Million usages a) physical visitors b) other usages	Q1 6,608,792 usages a) 6496 (18,245 productions of original documents) b) 6,602,296 other usages (mostly online, but including 4837 remote enquiries)			G
<p><b>Objective CHL2:</b> To optimise management of storage space in support of key policy priorities including City records management, external partnerships and collections building.</p> <p>Q1 – Progress this quarter has been steady, but below that achieved for the same period last year. However, progress is not normally evenly split across all four quarters and is not consistent across different years as this is dependent on other</p>						G

<p>areas of work such as new acquisitions, community and volunteer projects. Work is usually prioritised during LMA's annual two week closure in November and so most progress is expected during the third quarter. It is important to report that one of the projects that supports this objective, the London County Council/Greater London Council Property Services case papers review, has reached the half-way mark with 1250 linear metres of files appraised. (During this quarter we have destroyed a further 72 linear metres of Property Services material and appraised 4411 files with a 15% retention rate).</p>						
<b>KPI CHL2</b>	Appraise and deaccession redundant items, and optimise storage. [London Metropolitan Archives]	1000m of shelves cleared	<b>Q1</b> 78.5m			<b>A/G</b>
<p><b>Objective CHL3:</b> To explore and exploit opportunities to support and promote London's communities, collections and heritage.</p>						<b>G</b>
<p><b>Q1</b> - 9,841 attendees to the Guildhall Library events and exhibitions programme.</p>						
<b>KPI CHL3</b>	To achieve a per annum increase of 20% in audiences to events, exhibitions, workshops and talks. (Base average figure 700). [Guildhall Library]	20% p.a.	<b>Q1</b> Event figures: 1,483  Exhibition figures: 8,143  Visiting group figures: 215  Total: <b>9,841</b>  <b>1,300+ % increase</b>			<b>G</b>
<b>NOTE</b>	We have exceeded the annual target for this KPI. From Q2 onwards we will increase the annual target by amending the base average figure.					

<p><b>Objective CHL4:</b> To develop and promote the departmental E-offering.</p> <p><b>Q1</b> – 6 new E-initiatives created and implemented.</p> <ol style="list-style-type: none"> <li>1. Introduction of Vine to Barbican Library</li> <li>2. GHL advance order form for closed access material created</li> <li>3. Automated E-book and E-audio catalogue records to integrate with ALTO</li> <li>4. Creation of Penny Dreadful boards on Pinterest</li> <li>5. Launch of redesigned Prism with improved navigation and content pathways</li> <li>6. Videos created for Ebook downloads to PCs/Mac, Ipads and Android devices</li> </ol>						G
<b>KPI CHL4</b>	Initiate 1 new E-initiative each quarter [Information Services Section]	4 e-initiatives per annum	<b>Q1</b> 6 e-initiatives created and implemented as above.			G
<b>NOTE</b>	We have exceeded the annual target for this KPI. From Q2 onwards we will increase the annual target.					
<p><b>Objective CHL5:</b> To support the business community by developing a schedule of Advice Clinics.</p> <p><b>Q1</b> – One clinic run during this quarter. Three more are scheduled.</p>						G
<b>KPI CHL5</b>	To provide a minimum of 10 day clinics [City Business Library]	20%	<b>Q1</b> 1			A/G
<p><b>Objective CHL6:</b> To support local SMEs by organising a programme of themed day events relating to international trading.</p> <p><b>Q1</b> - 1 during this quarter (Doing Business in India). Further dates are scheduled.</p>						G
<b>KPI CHL6</b>	To deliver a minimum of 8 sessions working chiefly with BRIC & MINT countries [City Business Library]	8	<b>Q1</b> 1			A/G

<p><b>Objective CHL7:</b> Consolidate and extend partnership working to improve the range and quality of services offered.</p> <p><b>Q1</b> – 20 partnerships achieved:</p> <ol style="list-style-type: none"> <li>1. Read and Relax group – partners SPICE/FoBL;</li> <li>2. Fusion;</li> <li>3. Health MOTs – partner TLCcare;</li> <li>4. Cityread partnerships: Stella Libraries – organisers of Cityread, City Guides – provided a special WW1 walk to tie in with Cityread theme,</li> <li>5. City of London Girls School – Year 10 reading group read and discussed Louisa Young’s book,</li> <li>6. Keats House – delivered an evening of WW1 poetry and readings, 1st World War Centenary Partnership (including Imperial War Museum) – publicity and information,</li> <li>7. LMA – Cityread book group, 32 London library authorities – at Cityread meetings representatives shared knowledge and experience, also communicated with each other by email;</li> <li>8. New partnership with City Police at Shoe Lane Library, City and Hackney Early Intervention and community psychology service (will be attending the talking toddler sessions);</li> <li>9. Partnership with the artist Louis Sidoli at Barbican Music Library, ‘Most Wanted’ exhibition;</li> <li>10. The partnership with the National Jazz Archive - the Music Librarian (Barbican Library) was invited to join a group of leading figures in the jazz world, for the purpose of discussing the future of the Archive;</li> <li>11. Free ESOL class hosted weekly in term-time at Barbican Library in partnership with CoL Children’s &amp; Community Services Dept.;</li> <li>12. Dementia Awareness stand (partnership with Dementia Friends) and Dementia Awareness talk at Barbican Library;</li> <li>13. People’s Pianos, a partnership with GSMD. The Music Librarian attended the student teaching assessments at GSMD on May 16<sup>th</sup>;</li> <li>14. Authors Abroad – provided a WW1 poetry event for Yr 7 children;</li> <li>15. Read to Succeed volunteer training with the Tower Hamlets Education Business Partnership and Dept of Children’s and Community Services; Booktrust, National Children’s Book Week events. The Reading Agency - Mythical Maze 2014 Summer Reading Challenge; Reading Activists – 21 young adults recruited;</li> <li>16. 4 x Pop Up Library – Partnership with the Barbican Centre; exploratory meetings held about working more closely with Bishopsgate Institute; Partnership with the Family Of Rock who provided specific giant Rock Family Tree prints for the Pete Frame exhibition and with Pete Frame who provided “An Audience with...”;</li> <li>17. eAudio demo in partnership with WF Howes; partnership with Homeless Person’s Unit to provide films Artizan St on Tuesday evenings;</li> <li>18. partnership with MACE – looking at getting unemployed City Residents into construction jobs;</li> <li>19. new work with “Faith in Portsoken”;</li> <li>20. Long Poem Magazine – launch of new edition 28/5 and next one planned for 12/11. We provide the venue twice a year, some publicity, and staff to cover. They arrange the programme, bring their own refreshments, and invite library customers to come. (They have put us down as a partner in their funding bids.)</li> </ol>						G
KPI	Minimum of 20 partnership projects/services	20	Q1			G

<b>CHL7</b>	delivered. [Barbican & Community Libraries]		20 projects (as above)			
<b>NOTE</b>	Although we have achieved the target number for this KPI, the "consolidation" aspect will take the rest of the year to complete. However, for Q2 onwards we will raise the annual target to 30 partnerships.					
<b>Objective CHL8:</b> To build on our e-strategy for books and e-commerce.						
<b>Q1</b> – 1707 downloads in Q1 from 4255 items in stock.						<b>G</b>
<b>KPI CHL8</b>	6000 e-loans/downloads. [Barbican & Community Libraries]	6,000 p.a.	<b>Q1</b> 1707 downloads			<b>G</b>
<b>Objective CHL9:</b> To develop and improve the educational offering at attractions within the VDS division and to successfully launch the Bridge Master's Learning Centre.						
<b>Q1</b> – On target. Progress to date includes the completion of focus groups and consultation activities for the Bridge Master's Learning Centre and the learning programme. Phase 1 development of the Learning Centre is also complete. For the formal learning programme, the team are ahead of schedule in finalising three unique workshops, which in combination will become the standard formal learning 'product' offered at Tower Bridge.						
Additional work undertaken includes a new partnership setup with the community engagement group (The Reader Organisation) with a programme of regular sessions in the pipeline. The Learning team has also identified opportunities for aligning the Learning offering at Tower Bridge with UK-wide initiatives such as the Big Draw and National Science and Engineering week.						<b>G</b>
The Learning Team is also assisting with the development of a new Education programme for the Heritage Gallery and in planning a programme of outreach family learning sessions for Keats House.						
<b>KPI CHL9</b>	To achieve 50 Group bookings at the Bridge Master's Learning Centre. [Tower Bridge]	50 bookings p.a.	<b>Q1</b> 12 including schools and			<b>G</b>

			community engagement groups			
<p><b>Objective CHL10:</b> To successfully launch the Glass Walkways feature at Tower Bridge Exhibition to enhance the tourism and events business.</p> <p><b>Q1</b> – To the end of Q1, the planning stage for the installation of the glass Walkways feature has run to schedule (City Surveyor). In terms of launching and enhancing the new feature (within the control of CHL) this is also progressing to schedule: the dedicated marketing plan has been finalised and a part-time Creative Project Manager has been recruited. Research and design for complementary content has been carried out throughout June and the newly contracted PR company has been mobilised in relation to the glass flooring project, with progress reported regularly at the Glass Flooring Implementation meetings.</p>						G
<b>KPI CHL10</b>	To achieve the 2014/15 visitor income target for tourism. [Tower Bridge]	£3,637,000	<b>Q1</b> £1,125,710 (108%)			G

### Corporate Service Response Standards

	Description	Target	Q1 result	Q2 result	Q3 result	Rating
SRS C	Emails to all published (external facing) email addresses to be responded to within 1 day	100%	100%			Green
SRS D	Full response to requests for specific information or services requested via email within 10 days	100%	75%			Amber
SRS E	Telephone calls picked up within 5 rings/20 seconds	90%	93.7%			Green
SRS F	% of calls answered by voicemail	<10%	6.6%			Green
<b>NOTES</b>	<ul style="list-style-type: none"> <li>SRS A and SRS B are not applicable for Culture Heritage &amp; Libraries Department.</li> <li>SRS D – Small sample taken -4. (Artizan Street Library &amp; Community Centre failed to respond within deadline)</li> </ul>					

