

Progress against Key Objectives and Key Performance Indicators 2014-2015 – Quarter 2 (01/07/14 – 30/09/14)

Ref:	Description	Annual Target	Q1 Progress	Q2 Progress	Q3 Progress	Status
						R/A/G
<p>Objective CHL1: 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. Q2 - 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)	Q2 6,406,083 usages a) 5897 (17,782 productions of original documents) b) 6,400,186 other usages (mostly online but including 5302 remote enquiries)		G
<p>Objective CHL2: 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</p>						A/G

<p>not normally evenly split across all four quarters and is not consistent across different years as this is dependent on other 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> <p>Q2 - See comment under Q1 about overall progress. Another milestone reached this quarter is the completion of the appraisal of the Inner North Coroner's District case files 1965-95; work continues on Inner South and Eastern districts. With the Property Services project, 2131 files have been appraised this quarter; the retention rate remains around 15%.</p>						
KPI CHL2	Appraise and deaccession redundant items, and optimise storage. [London Metropolitan Archives]	1000m of shelves cleared	Q1 78.5m	Q2 48.8m		A/G
<p>Objective CHL3: To explore and exploit opportunities to support and promote London's communities, collections and heritage.</p> <p>Q1 - 9,841 attendees to the Guildhall Library events and exhibitions programme. Q2 - 6,964 attendees to the Guildhall Library events and exhibitions programme.</p>						G
KPI CHL3	To achieve a per annum increase of 20% in audiences to events, exhibitions, workshops and talks. (Base average figure revised from 700 to 4,000*). [Guildhall Library] <i>*In this reporting year, a separate gate counter was installed in the John Stow/Exhibition room. This has provided statistics for the number of visitors to that room which was not possible before. The figures have indicated that the base average figure of 700 is too low and this has</i>	20% p.a.	Q1 Event figures: 1,483 Exhibition figures: 8,143 Visiting group figures: 215 Total: 9,841	Q2 Event figures: 1,506 Exhibition figures: 5,228 Visiting group figures: 230 Total: 6,964* 45% + increase		G

	<i>now been revised accordingly.</i>		1,300+ % increase	*[Includes 110 extra visitors to Open House.]		
Objective CHL4: To develop and promote the departmental E-offering.						
Q1 – 6 new E-initiatives created and implemented. <ol style="list-style-type: none"> 1. Introduction of Vine to Barbican Library 2. GHIL advance order form for closed access material created 3. Automated E-book and E-audio catalogue records to integrate with ALTO 4. Creation of Penny Dreadful boards on Pinterest 5. Launch of redesigned Prism with improved navigation and content pathways 6. Videos created for Ebook downloads to PCs/Mac, Ipad and Android devices 						G
Q2 – 4 new E-Initiatives created and implemented <ol style="list-style-type: none"> 1) CBL IT is now fully automated and self service 2) Launched the EDS on all sites (replacing Onelog) 3) '7 steps to the Library Vine' campaign completed 4) 'Pick of the Week' e resource promotion on Tumblr 						
KPI CHL4	Initiate 1 new E-initiative each quarter [Information Services Section]	4 e-initiatives per annum	Q1 6 e-initiatives created and implemented as above.	Q2 4 e-initiatives created and implemented as above.		G
Objective CHL5: To support the business community by developing a schedule of Advice Clinics.						
Q1 – One clinic run during this quarter. Three more are scheduled.						G
Q2 – Three clinics run during this quarter.						
KPI CHL5	To provide a minimum of 10 day clinics [City Business Library]	20%	Q1 1	Q2 3		A/G

<p>Objective CHL6: To support local SMEs by organising a programme of themed day events relating to international trading.</p> <p>Q1 - 1 during this quarter (Doing Business in India). Further dates are scheduled.</p> <p>Q2 - 2 during this quarter (Russia and Turkey). A further 3 sessions booked with speakers.</p>						G
KPI CHL6	To deliver a minimum of 8 sessions working chiefly with BRIC & MINT countries [City Business Library]	8	Q1 1	Q2 2		G
<p>Objective CHL7: Consolidate and extend partnership working to improve the range and quality of services offered.</p> <p>Q1 – 20 partnerships achieved:</p> <ol style="list-style-type: none"> 1. Read and Relax group – partners SPICE/FoBL; 2. Fusion; 3. Health MOTs – partner TLCcare; 4. Cityread partnerships: Stella Libraries – organisers of Cityread, City Guides – provided a special WW1 walk to tie in with Cityread theme; 5. City of London Girls School – Year 10 reading group read and discussed Louisa Young’s book; 6. Keats House – delivered an evening of WW1 poetry and readings, 1st World War Centenary Partnership – publicity and information; 7. LMA – Cityread book group, 32 London library authorities – at Cityread meetings representatives shared knowledge and experience; 8. City Police at Shoe Lane Library, City and Hackney Early Intervention and community psychology service; 9. The artist Louis Sidoli at Barbican Music Library, ‘Most Wanted’ exhibition; 10. The National Jazz Archive - the Music Librarian was invited to join a group of leading figures in the jazz world, to discuss the future of the Archive; 11. Free ESOL class hosted weekly in term-time at Barbican Library in partnership with CoL Children’s & Community Services Dept.; 12. Dementia Awareness stand (partnership with Dementia Friends) and Dementia Awareness talk at Barbican Library; 13. People’s Pianos, a partnership with GSMD. The Music Librarian attended the student teaching assessments at GSMD on May 16th; 14. Authors Abroad – provided a WW1 poetry event for Yr 7 children; 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; 16. 4 x Pop Up Library – Partnership with the Barbican Centre; exploratory meetings with Bishopsgate Institute; The Family Of Rock and Pete Frame for the Pete Frame exhibition and “An Audience with...”; 17. eAudio demo with WF Howes; partnership with Homeless Person’s Unit to provide films Artizan St on Tuesday evenings; 						G

<p>18. partnership with MACE – looking at getting unemployed City Residents into construction jobs; 19. new work with “Faith in Portsoken”; and 20. Long Poem Magazine – launch of new edition 28/5 and next one planned for 12/11.</p> <p>Q2 – 14 partnerships achieved:</p> <ol style="list-style-type: none"> 1. Boxing, delivery and stock checking of a large number of donated books – partner The Society of Technical Analysts 2. 3 x Pop Up Library on The Waterside Terrace, Partner – Barbican Centre 3. 1 x Pop Up in Guildhall yard – Partner Guildhall 4. Story telling event at the Fortune Park Community Festival, Partner - Friends of Fortune Park. 5. A tour of the Music Library was provided for c.26 students, in partnership with the University of Mississippi. 6. Ageing well (+Housing) consultation – partner Healthwatch 7. New partnership with “Talking matters”, an organisation which delivers programmes such as Homework Clubs to both adults and children. 8. 13.8.14 Mythical Mayhem event in Barbican Conservatory - partner Barbican Creative Learning. 194 people attended. 9. Safeguarding briefings with Children’s &Community Services Safeguarding team. Also arranged briefings at LMA, Tower Bridge, CIC and Guildhall. 10. SRC presentation event held in the Great Hall, Guildhall - partnership with Remembrancers. 11. Attended the first meeting of the City of London Academy (CLA) Southwark project with partners from Museum of London, Barbican Centre and Tower Bridge. 12. Current exhibition: Music therapy – the art and science, and an event – partner The British Association for Music Therapy (BAMT) 13. 3 x Freshers’ Fairs at music conservatoires: 1) Trinity Laban -9th; 2) Royal Academy of Music – 12th; 3) Royal College of Music -17th. These were done in partnership with Westminster Music Library and the Surrey Performing Arts Library. 14. Public consultation in libraries on future transport plans – partner TFL 						
KPI CHL7	Minimum of 20 partnership projects/services delivered. [Barbican & Community Libraries]	20 40	Q1 20 projects	Q2 14 projects (as above)		G
NOTE	Although we have achieved the target number for this KPI, the “consolidation” aspect will take the rest of the year to complete. However, from Q2 onwards we have raised the annual target to 40 partnerships (minimum).					
Objective CHL8: To build on our e-strategy for books and e-commerce.						
<p>Q1 – 1,707 downloads in Q1 from 4,255 items in stock. Q2 – 2005 downloads in Q2 from 4,785 items in stock.</p>						G

KPI CHL8	6000 e-loans/downloads. [Barbican & Community Libraries]	6,000 p.a.	Q1 1,707 downloads	Q2 2,005 downloads		G
<p>Objective CHL9: To develop and improve the educational offering at attractions within the VDS division and to successfully launch the Bridge Master's Learning Centre.</p> <p>Q1 – 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.</p> <p>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.</p> <p>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.</p> <p>Q2 – All piloting and consultation has been completed, with the new formal learning programme at Tower Bridge launching on 14 October. In a period which should be relatively quiet for Learning in terms of the school holidays occurring within this quarter of the year, combined with the fact that the learning programme has not yet launched, it is positive that 11 uses of the Bridge Master's Learning Centre have been facilitated in Q2 for learning and community engagement groups.</p> <p>It should also be noted that the number of uses of the Learning Centre does not in isolation define the level of engagement with school groups – due to the access limitations of the facility combined with the locations and needs of certain schools, the learning programme has been piloted also as part of outreach programmes at school sites in the first half of the financial year and this type of work will grow in scope following the launch on 14 October.</p>						
KPI CHL9	To achieve 50 Group bookings at the Bridge Master's Learning Centre.	50 bookings p.a.	Q1 12 including schools and	Q2 23 including schools and		G

	[Tower Bridge]		community engagement groups	community engagement groups (cumulative)		
<p>Objective CHL10: To successfully launch the Glass Walkways feature at Tower Bridge Exhibition to enhance the tourism and events business.</p> <p>Q1 – 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> <p>Q2 – Following a change in the major contractor and the project transferring to the responsibility of the Department of the Built Environment, the glass flooring project has proceeded on schedule, with the first walkway due for launch to the public on 10 November and the second launching on 1 December. A number of promotional activities have been planned in alignment with this, including a press breakfast briefing, a launch reception on 18 November, a targeted programme of advertising, publicity endeavours and an entirely new website for the Bridge. Mitigation actions have been undertaken for both the tourism and the events business while each walkway is closed for installation works, and the complementary content for the new feature, including a light-box exhibition and state-of-the-art digital content are progressing to schedule also.</p>						G
KPI CHL10	To achieve the 2014/15 visitor income target for tourism. [Tower Bridge]	£3,637,000	Q1 £1,125,710 (108%)	Q2 £2,436,108 (111%) (cumulative)		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%	100%		Green
SRS D	Full response to requests for specific information or services requested via email within 10 days	100%	75%	100%		Green
SRS E	Telephone calls picked up within 5 rings/20 seconds	90%	93.7%	93.3%		Green
SRS F	% of calls answered by voicemail	<10%	6.6%	7.1%		Green
NOTES	<ul style="list-style-type: none"> • <i>SRS A and SRS B are not applicable for Culture Heritage & Libraries Department.</i> 					