

## NoWAL: Action Plan

<b>Strategic Theme: Services to Users</b>			
<b>Aim</b>	<b>Method</b>	<b>Date</b>	<b>Responsibility</b>
To provide enhanced local access to e-resources and to provide reciprocal access to e-resources where licences permit.	<ul style="list-style-type: none"> <li>i. To draw the most important elements from the proposed UK Computing+ model and to map and monitor progress towards its adoption and implementation by NoWAL institutions.</li> <li>ii. License identification for 'walk in' access.</li> </ul>	Sept 05  Sept. 05	Operations Group via new E-Services Access Advisory Group. Ditto
Explore new methods of user support and service delivery, taking implications of converged services into account	<ul style="list-style-type: none"> <li>i. Biannual call to members to identify service developments or desired developments.</li> <li>ii. Information from these calls to inform annual planning event for Board and Operations Group members</li> </ul>	Jun. 05 then ongoing	NoWAL Office  Operations Group
Raise standards and enhance customer focus of service delivery	Explore aims and benefits of using mystery shoppers. Bring recommendations to Operations Group	Sept 2005	Access & Borrowing Group

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<b>Strategic Theme: Infrastructure Support</b>			
<b>Aim</b>	<b>Method</b>	<b>Date</b>	<b>Responsibility</b>
Explore and identify changing staff roles in LIS provision, including the deployment of staff and the effective delivery of services	i. Provision of “pick & mix” general development programme covering areas such as information literacy; ICT training; customer services; management development; telephone skills.	Jan 05	STDG
	ii. Improve links with regional library and information departments	July 05	Board, Ops Group, STDG members with relevant regional contacts (co-ordinated by STDG)
Consideration of changing space planning needs and advise on best practice	i. Review national initiatives on library space planning	Dec 05	Ops group
	ii. Identify needs and future needs of NoWAL members	Dec 05	Ditto
	iii. Identify examples of best practice	Dec 05	Ditto
Provide senior management seminars in order to share and discuss best practice	Events to include: leadership v. management; cultural change; strategic and priority planning;	July 05	STDG

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<b>Strategic Theme: Governance</b>			
<b>Aim</b>	<b>Method</b>	<b>Date</b>	<b>Responsibility</b>
Develop robust methodologies to measure and evaluate the effectiveness of NoWAL initiatives	i. Provide a critical review and evaluative statement on the last two years' staff development, including administrative costs, take up, staff time used etc.	Advise and pilot by December 2005 and repeat every 2 years.	NoWAL Office to provide data, STDG to approve final report for Ops Group and then Board.
	ii. Roll out this approach to other initiatives e.g. consortial purchasing activities, focussing on critical review and evaluation.	Led by Board member responsible.	As above – Office, then interested group, then Ops/Board.
Benchmark best practice in the public and private sectors	i. Benchmarking best practice from other consortia (e.g governance, management, involvement with members). Arrange exchange visits.	Agree first priorities by Sept 2005, with min. 1 visit by end June. Rpt yearly. Report from each visit for discussion by Board/Ops.	NoWAL Office
	ii. Use exchange of experience seminars to benchmark internally to NoWAL for practical services such as shelving, short loan etc.	As required by members. 2 per year	STDG

## NoWAL: Action Plan

Strategic Theme: Promotion and communications			
Aim	Method	Date	Responsibility
Raise awareness of the services developed through NoWAL, at local, regional and national level, both operationally and strategically	<ul style="list-style-type: none"> <li>i. Take action plan to set agenda for Publicity and Promotions Group and to establish its terms of reference and objectives with timescales</li> <li>ii. Generate targeted publicity and support materials using most appropriate medium</li> <li>iii. Define/refine the message: revisit the mission statement to reflect focal points of improving user experience and adding value to what we can do independently.</li> <li>iv. Develop communication framework</li> <li>v. Identify key groups and stakeholders to influence</li> <li>vi. Review web site links</li> <li>vii. Produce template for NoWAL representatives when giving presentations about the group</li> <li>viii. Consider setting up a central point (NoWAL Office) which captures promotional activity of NoWAL members</li> </ul>	<p>Group set up end 04.</p> <p>Board and Ops to receive ToR, objectives and plans by March 05.</p>	PMW and group Chair

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<b>Strategic Theme: Influence</b>			
<b>Aim</b>	<b>Method</b>	<b>Date</b>	<b>Responsibility</b>
Ensure NoWAL's joint position is agreed on key regional and national initiatives & develop an external NoWAL "voice"	i. Identify experts across NoWAL to act proactively and respond to national themes and initiatives via the NoWAL Board	Establish database by end July 2005	Publicity and Promotions Group Chair and PMW
	ii. Ensure NoWAL responds to relevant calls	N/A	Ditto.
	iii. Review and establish a register of members who sit on other groups/bodies who can act as advocates for NoWAL	Establish database by end 2005	Publicity and Promotions Group Chair, PMW and Board members

**PMW/MM**

**27 January 2005**

**Minor amendments made 14 February 2005**

**Minor amendments (principally to dates) made after Operations Group meeting 26/4/05 and agreed with Board Chair**