



6th National Conference

# The Future of Library Services in the Big Society

Shared Services, Social Enterprise, Volunteering and Private Sector Collaboration

Tuesday 21st June 2011, Westminster Studio, London SW1

Keynote speaker:

**Ed Vaizey MP**

Minister for Culture, Communications and Creative Industries

Speakers include:

**Nicky Parker**

President, Society of Chief Librarians; Head of Transformation, Manchester City Council

**Annie Mauger**

Chief Executive, Chartered Institute of Library and Information Professionals (CILIP)

**Alan Davey**

Chief Executive, The Arts Council

**Mike More,**

Chief Executive, Westminster City Council



Live and on-demand on [policyreview.tv](http://policyreview.tv)

With the new financial settlement and squeeze in public finances, local authorities are forced to look for new and more efficient ways to buy books and deliver services. Shared services, the use of volunteers, online provision and private sector collaboration have all been hailed as the future for library services.

Chief Librarians and Councillors have a tough job ahead in restructuring services and advocating the long-term benefits that library users receive including digital skills, improved literacy and community cohesion. Local authorities have a statutory duty to provide a comprehensive and efficient public library service but this does not negate the need to be forward thinking and innovative.

This 6th national conference will bring together senior-level library and information management professionals from local authorities and the wider cultural sector in order to discuss emerging policy issues and share best practice from across the country.

For more information please visit:


[www.neilstewartassociates.com/se252](http://www.neilstewartassociates.com/se252)

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St Helens College,  
Merseyside WA10 1PP

Please see inside for more details or visit the website



# Agenda (subject to change)

09:00 Registration, refreshments and exhibition

## Session One:

### Setting the scene

- 09:50 Welcome and introduction from conference Chair  
**Nicky Parker**, President, Society of Chief Librarians; Head of Transformation, Manchester City Council
- 10:00 Keynote address: localism driven by local people  
**Ed Vaizey MP**, Minister for Culture, Communications and Creative Industries
- 10:20 Professionally led library services in the Big Society  
**Annie Mauger**, Chief Executive, Chartered Institute of Library and Information Professionals (CILIP)
- 10:40 Assessing the national infrastructure post ACL and MLA: ensuring development, advocacy and compliance  
**Nigel Lynn**, Chair, Chief Cultural and Leisure Officers Association (CLOA); Deputy Chief Executive, Spelthorne Council
- 10:55 Questions and discussion

11:10 Refreshments, networking and exhibition

## Session Two:

### Restructuring library services - part 1

- 11:40 The business case for setting up an employee led mutual  
**Simon Parkinson**, Head of Culture & Leisure, London Borough of Havering; a Spinout Pathfinder
- 12:00 A strategic approach to working with volunteers whilst maintaining quality in service provision  
**Christine May**, Head of Libraries, Archives and Information, Cambridgeshire County Council
- 12:20 Sharing services and merging functions  
**Mike More**, Chief Executive, Westminster City Council
- 12:40 Maintaining library service standards whilst restructuring delivery  
**Alan Davey**, Chief Executive, The Arts Council
- 13:00 Questions and discussion

13:10 Buffet lunch, networking and exhibition

## Session Three:

### Masterclasses

14:10 Delegates should choose to attend one stream from below. Masterclasses are designed to be interactive and participatory in nature. Places are allocated on a first-come, first-served basis and are subject to maximum capacities.

Stream 1 - Meeting service users' needs	Stream 2 - Efficiency in library service delivery
<b>How can libraries support government service delivery? A case study of NHS Choices' Libraries Information Programme</b> <b>Bob Gann</b> , Head of Strategy and Engagement, NHS Choices, Department of Health	<b>The role of public libraries in achieving a Networked Nation</b> <b>Natasha Innocent</b> , Public Sector Partnership Manager, Race Online 2012
<b>Sharing the vision: engaging with the third sector to deliver library services to the visually impaired</b> <b>Helen Brazier</b> , Head of National Library Service, Royal National Institute of Blind People <b>Mark Freeman</b> , Chair, North East Accessible Libraries and Information Services; Libraries Manager, South Tyneside Metropolitan Borough Council	<b>The transfer and use of community assets in the delivery of library services</b> <b>Annemarie Naylor</b> , Head of Assets, Development Trust Association

15:10 Refreshments, networking and exhibition

## Session Four:

### Restructuring library services - part 2

- 15:30 Back to basics: ensuring the continuation of library literacy services within the current climate and service redesign  
**Miranda McKearney**, Founder and Director, The Reading Agency
- 15:50 Engaging the community in service redesign: effective consultative practice  
**Elizabeth Binns**, Principal Officer of Libraries and Adult Learning, Bury Metropolitan Borough Council
- 16:05 Panel discussion: can we paint a new vision for libraries post-recession and post-Olympics? Can we shape the future with a reduced budget?  
*Afternoon speakers to be joined by:*  
**Richard Mollet**, Chief Executive, The Publishers Association

16:30 Close of conference

Register online today:

[www.neilstewartassociates.com/se252](http://www.neilstewartassociates.com/se252) Tel: 020 7324 4330 / Fax: 020 7490 8830

## Purpose of the Conference:

### Specifically attending this conference will enable you to:

- Look to the role of localism within the future of library services
- Explore the potential for professionally led library services in the Big Society
- Assess the national infrastructure of library services post ACL and MLA
- Hear more about the Future Libraries Programme which was announced by the Minister at the 5th Annual Libraries conference
- Discover strategic approaches to working with volunteers whilst maintaining quality service provision
- Examine public sector reform and the opportunities to 'spin out' of the public sector to deliver library services as a mutual, co-operative or social enterprise
- Explore the effectiveness of shared services and merged functions in making savings
- Explore best practice in maintaining library service standards whilst restructuring delivery
- Discuss the vital role of libraries in improving literacy
- Benefit from hearing best practice in engaging the community in service redesign
- Discuss the future of libraries post-recession and post-Olympics
- Benefit from hearing best practice on regional successes and good news stories; gain practical tips to implement in your day-to-day role through interactive masterclasses on:
  - > Case study of NHS Choices' Libraries Information Service
  - > Engaging with the third sector
  - > The role of public libraries in achieving a Networked Nation
  - > The use of community assets in library services

## Who should attend:

### From Local Authorities:

- Heads of Performance
- Local Authority Directors responsible for:
  - > Communities
  - > Learning
  - > Libraries
  - > Regeneration
  - > Economic Development
  - > Culture
  - > Leisure
  - > Policy
- Leaders and Elected Members
- Chief Executives
- Portfolio Holders
- LAA Managers
- MAA Managers
- LSP Coordinators
- Council Members with responsibility for Communities, Learning and Regeneration
- Council Members with responsibility for Libraries, Culture and Leisure
- Government Offices
- Civil Servants

### Library sector:

- Library Service Managers
- Area Librarians
- Information Service Managers
- Library Managers from Education Institutions
- Library Suppliers

### National Development Agencies:

- Heads of Performance
- Business Performance Managers
- Heads of Policy
- Heads of Performance
- Heads of Lifelong Learning
- Regional Development Agencies
- MLA Regional Directors
- Community Development & Community Service Managers
- Voluntary and Community Sector Service Providers
- Community Consultants
- Regeneration Developers
- Local Enterprise Partnerships

## Sponsorship and Exhibition Opportunities

This conference will attract a diverse audience of top level decision-makers and key policy professionals, from both the public and the private sector. Sponsoring or exhibiting at this event will ensure your organisation leadership positioning amongst this key target audience.

To find out more about the bespoke packages on offer please contact **Patrick Whitfield** on **020 7960 6858** or e-mail **patrick.whitfield@neilstewartassociates.co.uk**



## Can't attend? Time poor? Diary clash?

### Attend a regional satellite conference near you

#### Can't get away, can't afford the time or full cost? Need network feedback? Attend a regional satellite conference!

- See and hear all the speakers and interact remotely
- Receive all the back-up papers and research
- Network with your peers, benchmark your own work and make contacts for follow up
- Environmentally friendly option

Attending a satellite conference costs just **£195.00 + VAT** (£234.00). See the conference website for locations near you or complete the booking form.

#### For further information email

[jacqueline.gorman@neilstewartassociates.co.uk](mailto:jacqueline.gorman@neilstewartassociates.co.uk)

## Watch online

### Keep up to date with the policy insight you need

- Broadcast exclusively on Policy Review TV - watch the conference live or later on-demand
- Fully interactive - watch live and submit questions, just like a delegate
- Ultimate conference reporting, watch the full online presentations after the event
- Your own expert video library to keep - ideal for management and staff briefing
- Unique insight into the choices and dilemmas faced by policy makers and managers
- Find out how your peers are solving the policy challenges you face
- You save on travel, cost and time

The costs of the live broadcast and access to the video archive are:

**Individual licences**  
**£99 + VAT (£118.80)**

**Group licences**  
**2-3 viewers £250.00 + VAT (£300.00)**  
**4-5 viewers £350.00 + VAT (£420.00)**  
**6-9 viewers £495.00 + VAT (£594.00)**  
**10-20 viewers £895.00 + VAT (£1,074.00)**

6th National Conference  
**The Future of Library  
 Services in the Big Society**

Shared Services, Social Enterprise, Volunteering  
 and Private Sector Collaboration

Tuesday 21st June 2011, Westminster Studio, London SW1

**To Register**

Please photocopy this booking form for additional delegates.  
 Complete all relevant sections of this form and either:

**Fax:** 020 7490 8830

**Online:** [www.neilstewartassociates.com/se252](http://www.neilstewartassociates.com/se252)

**Post:** Neil Stewart Associates Ltd, 10 Greycoat Place,  
 Westminster, London SW1P 1SB

Alternatively call us on **020 7324 4330** or email us at  
**customer.services@neilstewartassociates.co.uk**

**Delegate Information**

se252

Brochure no.

WEB

Title (Mr/Ms/Dr/Prof/Other)

Full Name

Position

Organisation

Sector:  Health  Social Care  Central/Regional Government  Local Government  Education and Skills  Commercial  
 Non Departmental Public Body / Association or Membership Organisation  3rd Sector Organisation  Criminal Justice

Email

Address

Postcode

Tel No.

Direct Line? (Yes/No)

Fax No.

Training Manager

Email

I have read and agree to the terms and conditions below

Signature

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Invoice Please send an invoice to:

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Name (as on card): \_\_\_\_\_

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**ADDITIONAL REQUIREMENTS** Please indicate any additional requirements below

**Delegate Rates**

Please select the relevant rate from the list below

Full Rate -

Commercial Sector

**£599.00 + VAT** (£718.80)

Reduced Rate -

Local Authorities, Library Sector, Universities, Colleges, Central  
 Government Departments and Agencies, Non-Departmental Public  
 Bodies, Other Public Sector Organisations

**£389.00 + VAT** (£466.80)

Supported Rate -

Voluntary Organisations, Trade Unions

**£240.00 + VAT** (£288.00)

CILIP Members Rate -

**£299.00 + VAT** (£358.80)

The above fees include all day access to the event, available  
 conference papers, buffet lunch and refreshments, for registered  
 delegates only. Fees do not include travel costs or accommodation.  
 Shared places are not permitted.

**Masterclass Selection**

You may attend one Masterclass stream in Session Three.  
 Places are allocated on a first-come, first-served basis. Please  
 circle your choice below:

Session Three:

Stream 1 2

**Live viewing**

I am unable to attend this event in person please register me for:

Individual licence for live streaming at  
**£99.00 + VAT** (£118.80)

**Group Licences**

I would like to register for a group viewing licence:

- 2-3 viewers **£250.00 + VAT** (£300.00)  
 4-5 viewers **£350.00 + VAT** (£420.00)  
 6-9 viewers **£495.00 + VAT** (£594.00)  
 10-20 viewers **£895.00 + VAT** (£1,074.00)

**Satellite conference**

**£195.00 + VAT** (£234.00)

**St Helens College, Merseyside WA10 1PP**

**Terms and Conditions**

This booking form constitutes a legally binding agreement. Payment must be  
 received in full before the event. We are not responsible for the non-arrival  
 of confirmation documents if, by 7 days prior to the conference, you have  
 not heard from us, contact us using the phone number on the brochure. All  
 available conference material including documents, podcasts and in some  
 cases films are made available to delegates after the event therefore we do  
 not accept cancellations, whole or in part. Substitutions will be accepted if  
 notified in writing prior to the event, non-arrivals will be liable for the full fee.

All our conferences are recorded and the content is made available on [www.policyreview.tv](http://www.policyreview.tv). If you do not wish to be filmed, your voice recorded or your  
 photograph taken please email [customer.services@neilstewartassociates.co.uk](mailto:customer.services@neilstewartassociates.co.uk)  
 giving your name and the conference you will be attending.

**Data Protection**

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 Your details may also be made available to other carefully selected companies.  
 Please tick here if you do not wish to receive information from third parties.

**Overseas delegates**

Delegates from outside the UK who book to attend an NSA conference must  
 send their remittance in time to clear funds no later than 2 weeks before a  
 one day conference. Bookings from overseas delegates will be subject to the  
 cancellation policy specified on the booking form.



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