

While not identified as a service as such, the area of library promotion, which includes liaising with users, obtaining feedback and actively promoting and communicating the library services, in our opinion (and that of many users surveyed), should be addressed as soon as possible, in order to obtain the maximum benefit and value for money from the MEO option.

In particular, we feel that implementation of the proposed organization chart and the realignment of services (should you choose to follow these recommendations) should be carefully done with an agreed list of priorities. Otherwise, some of the service level concerns that the report documents are, in our opinion, likely to be perpetuated.

Also, we would suggest that performance indicators be developed, so that library operations can be monitored more easily on a regular basis and that the services and policies with regard to the post libraries and collections may be further reviewed from the efficiency and economy aspects.

We have endeavoured to identify areas of inefficiency and ineffectiveness during the study, but, as you are aware, this was not an operational review.

Consequently, there may be additional efficiencies to be gained if selected aspects of the study were to be examined from this perspective.

We would be happy to discuss the above topics with you, Mr. Phillips and Mrs. Thompson, if we can be of further assistance.

Meanwhile we would like to thank you, Mr. Phillips, Mrs Thompson and all of the library staff for their time and input to the report.

Yours truly,

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Partner in Charge

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c.c. Mr. Paul Kitchen