



# Action Plan

## Priority Areas

Six strategic priority areas have been identified to provide a framework for delivering actions that will help us to achieve our Vision and Mission.

1

### Gaelic

Improve Gaelic services, programmes and collections and embed libraries as essential hubs for Gaelic in the community.

2

### Library staff learning & training

Develop library service personnel skills to improve delivery of community events, programs, services and training workshop courses, as well as improve efficiency and effectiveness in day-to-day operations.

3

### Community Partnerships

Collaborate with the community to build relationships and partnerships to support delivery of programmes and services, and encourage social connectedness including virtual communities.

4

### Programmes & Services

Create service level standards to support consistent delivery of programmes and services, ensuring all community demographics are represented and equity across branches.

5

### Schools

Create service level standards (SLAs?) to support consistent delivery of programmes and services to schools.

6

### Branding & marketing

Build the library service's profile by promoting and creating awareness of library Collections, Programmes and Services.



# Priority Area 1

## Gaelic

Reversing the Gaelic decline requires active participation from local institutions that can foster everyday Gaelic use [Scottish Government National Gaelic Language Plan 2023-2028]. As accessible community hubs, libraries are well-positioned to play a pivotal role in this endeavour. By providing Gaelic resources, hosting cultural events, and supporting Gaelic-medium education, libraries create environments where the language is both visible and valued. Localised, community driven strategies that bolster use of language in everyday life are key, and our strategic priority is to promote and support Gaelic language and culture through accessible resources, events, and partnerships, positioning libraries as essential hubs for Gaelic in the community.

GOAL	Activities	Performance Measure	Target*	Responsibility
Build the capacity of the library service to sustain and enhance support for Gaelic through targeted recruitment and professional development and training for staff	Creation of Gaelic-specific posts	Senior Librarian Gaelic and Outreach appointed	Oct 2025	Libraries Manager
		Gaelic Arts Officer appointed	Mar 2025	Libraries Manager
	Workplace culture	Staff training and development provided on significance of Gaelic to the service	Annually	Libraries team
Increase the use and learning of Gaelic (National Gaelic Language Plan 2023-2028)	Develop the Gaelic language capacity of existing staff	Gaelic learning for staff Opportunities for using Gaelic in the workplace	<div><div></div></div>	
		SGG Gaelic student placement scheme	<div><div></div></div>	
Increase the use and learning of Gaelic in Homes	Improve access to Gaelic books and resources Participate in GME support		<div><div></div></div>	





## Gaelic [cont.]

To promote and support Gaelic language and culture through accessible resources, events, and partnerships, positioning libraries as essential hubs for Gaelic in the community.

GOAL	Activities	Performance Measure	Target*	Responsibility
<i>Libraries are safe spaces for Gaelic and are recognised as Gaelic hubs in the community</i>	Gaelic language in all library materials, print, digital and signage	Update welcome to libraries brochure Branch signage Gaelic version of website	Oct 2025	Senior Librarian Gaelic & Outreach Libraries Manager
	Gaelic programmes for speakers and learners	Gaelic only day in SY Library XXX Programmes delivered	☐	Stornoway BM Senior Librarian Gaelic & Outreach
		Branding and position in libraries SY Library - move into central space	☐	
<i>Amplifying the role libraries play in supporting and preserving Gaelic language and culture</i>	Advocating for role of libraries in promoting Gaelic language	Participation in groups: • Comunn (Angus) • NAPLE Europe working group for minority languages	Apr 2025	Libraries Manager Senior Librarian Gaelic & Outreach
	Data on Gaelic use in libraries	Gaelic statistics added to monthly reporting for all branches	Annually	Branch Managers
	Strategic direction for Gaelic in libraries	Regular reports to Gaelic Committee	Oct 2026	Libraries Manager
		Gaelic Language Plan for libraries	☐	Branch Managers
<i>Developing and strengthening Gaelic Collections</i>	Improving access and expanding the collection	Programmes to expose the collection	☐	Senior Librarian Gaelic & Outreach
		Ebooks purchased	☐	Senior Librarian Collections
	Digitisation	Ar n Aite focus: digitise Gaelic books	☐	Senior Librarian Gaelic & Outreach



# Priority Area 2

## Library training and development

Develop library service personnel skills to improve delivery of events, programs and services, as well as improve efficiency and effectiveness in day-to-day operations.

GOAL	Activities	Performance Measure	Target*	Responsibility
Professional development and training of library service personnel to support services, programmes and best practice.	All staff available to deliver Bookbug programme	100% of personnel completed Bookbug training	May 2026	Branch Managers Bookbug Coordinator
	Bring operational training up to date e.g. First Aid, Fire, WH&S, customer service	50% completed First Aid training 100% completed Fire Warden training	Oct 2025	Branch Managers Libraries Manager
		WH&S updated in all branches RAs introduced for events & programmes	Apr 2026	Branch Managers Snr Librarian G&O Libraries Manager
		Dealing with difficult customer training for Stornoway library staff	Oct 2025	SY Branch Manager Libraries Manager
	Professionalise library personnel	Staff attend 3 professional development opportunities & present learnings to team	Annually	Libraries Manager
		Senior staff achieve Chartership	June 2026	Snr Lib Collections Libraries Manager
		In-house training via MS Teams	Monthly	Libraries Manager
	Improve organisational structure and communication	Develop teams for priority areas e.g. Early Years, Schools, Gaelic	July 2025	Libraries Manager
		Restructure to clarify roles of Senior Librarians and create more natural line of reporting for strategic priorities	July 2025	Libraries Manager Service Manager P&S
Libraries as leaders and early adopters	Represent on local and national boards and committees	NAPLE Working Group - European Minority Languages	Annually	Libraries Manager





## Priority Area 3

## Community Partnerships

Build relationships and partnerships to support delivery of events, programs and services.

GOAL	Activities	Performance Measure	Target*	Responsibility
Further develop partnerships and networks for improved community outcomes	Active members of community groups	Attend Education Dept managers meeting	Weekly	Libraries Manager
		Attend two interagency meetings	Annually	Libraries Manager
	Develop strong partnerships with external groups, businesses and third sector	Develop parrtnerships with An Lanntair, Adult Learning, CLD, SY Trust, Comunn Eachdraidh	Annually	Snr Librarian G&O
		Deliver 3 partnered programmes and events	Annually	Snr Librarian G&O Schools Team
		Establish a network with local school libraries	Aug 2025	Schools Team
	Digitisation of local history resources in partnership with community groups/ individuals	Approach two community groups/ individuals to digitise their local history resources	Annually	Snr Librarian G&O
		Ar n Aite	June 2025	Snr Librarian G&O
Support other public services to achieve outcomes needed for individuals and communities to flourish	Build strategic partnerships with other Comhairle services	<ul style="list-style-type: none"><li>• Adult Learning</li><li>• Employability</li><li>• Social Work</li><li>• CLD - Youth Work</li><li>• Archives/Tasglann</li></ul>	June 2026	Libraries Manager Senior Librarian Gaelic & Outreach





## Priority Area 4



# Library Programmes and Services

Create service level standards to support consistent delivery of events, programs and services, and ensure all community demographics are represented.

GOAL	Activities	Performance Measure	Target*	Responsibility
<i>Support the community through the development and delivery of programmes and events for all demographics</i>	Continue to provide and improve children's programming	<ul style="list-style-type: none"> <li>40 Bookbug sessions delivered in each branch</li> <li>Develop Early Years Action Plan</li> </ul>	Annually Sept 2025	Bookbug Coordinator
	Develop a standardised, high-quality school holiday programme across all library branches	<ul style="list-style-type: none"> <li>School holiday procedures and service level standards established</li> <li>Consistent series of programmes delivered across all branches</li> <li>4 programmes delivered by partners</li> </ul>	Annually	Snr Librarian G&O
	Develop and deliver teen programmes	<ul style="list-style-type: none"> <li>Establish partnership with local development groups and Youth Work (CLD)</li> <li>Deliver 4 teen events</li> <li>Launch Graphix collection</li> <li>Establish teen advisory board in each branch</li> </ul>	Annually  Oct 25 June 2026	Snr Librarian G&O
	Continue to develop and deliver a high quality library programme for adults	<ul style="list-style-type: none"> <li>Provide regular events in all libraries [Lunch &amp; Learn, Bookclubs, Book launches]</li> <li>Participate in Adult Learning Partnership and host Adult Learning activities in all branches</li> <li>Participate (lead?) in community cultural events e.g. Faclan, OH!CON</li> </ul>	Annually	Snr Librarian G&O Branch Managers Libraries Manager
<i>Meet the needs of an ageing population</i>	Develop and deliver programmes for seniors	<ul style="list-style-type: none"> <li>Digital drop-ins running in all branches</li> <li>Memories Scotland</li> <li>Playlist for Life</li> </ul>	March 25 March 26 Nov 25	Snr Librarian G&O Branch Managers
	Improve outreach programming	<ul style="list-style-type: none"> <li>Deliver 5 outreach sessions in communities [Mobile Libraries]</li> </ul>	Annually	Snr Librarian G&O Mobile Library Drivers





## Priority Area 4

# Library Programmes and Services [cont.]

GOAL	Activities	Performance Measure	Target*	Responsibility
<i>Establish libraries as key provider of cultural programming in the Outer Hebrides</i>	Improve quality of programming	<ul style="list-style-type: none"> <li>• Build staff capacity</li> <li>• Establish procedures (staff guidelines)</li> <li>• Ensure equity across branches</li> </ul>	June 2026	Libraries Manager Snr Librarian G&O Branch Managers
	Strategic programming	<ul style="list-style-type: none"> <li>• Strengthen programme links to core business of reading and literacy</li> </ul>	June 2026	Libraries Manager Snr Librarian G&O
<i>Improve Collection health</i>	Develop Collection Development and Management policies and procedures	<ul style="list-style-type: none"> <li>• Implement (e.g. weeding, adjust budget to reflect borrowing)</li> <li>• Implement Donations policy</li> <li>• Improve access to collections (how)</li> <li>• Create "Graphix" collection [manga, comics, GNs]</li> </ul>	Oct 2025	Snr Librarian Collections
	Preserve and provide access to local history and archive resources	<ul style="list-style-type: none"> <li>• Develop and launch Ar n Aite website</li> <li>• Digitise XXX local history resources</li> <li>• Community access to digitising devices</li> </ul>	Annual	Snr Librarian G&O Snr Librarian Collections



# Priority Area 5

## Early Years and School Services

Improve service levels to provide support and consistent delivery to schools and support CnES EC&S Early Years objectives

GOAL	Activities	Performance Measure	Target*	Responsibility
<i>Support early childhood development by promoting literacy, providing engaging resources, and supporting teachers, practitioners and families.</i>	Continue to take part in the Scottish Book Trust Bookbug programme	Bookbug training	Annually	Libraries Manager
		Attend 4 Western Isles Bookbug steering group meetings	Annually	Libraries Manager Bookbug Coord
	Develop partnerships with early years and other support staff to maximise efficiency of resources	Partnership: Early Years Partnership: Social Care/Bairns Hoose	Annually	Snr Librarian G&O
	Ensuring libraries are family friendly spaces	Establishment of Stornoway Children's Library Staff training	Nov 2025	
<i>Support attainment by providing resources and services that complement and enhance learning in schools.</i>	Reading Schools	Support 4 Pilot Schools to submit Action Plans to register for Reading Schools	Mar 2025	Library schools team
		Host Islands Literacy Symposium to amplify library voice	Mar 2025	Snr Librarian G&O Schools Team
		Facilitate nine Gallery of Modern Art (GOMA) sessions	Annually	Snr Librarian G&O
		Establish a network with local school libraries	June 2023	Schools Team
	Improve EDC Library offering	Increase staffing allocation by reshuffle Increase staff capacity with training and mentorship Review service provision in collaboration with schools and Head of Education	June 2026	Libraries Manager
<i>Embed libraries as lead contributors to reading and literacy</i>	Strategic participation in local and national groups	Departmental working groups/partnerships SLIC, CILIPS or other networks	Annually	Libraries Manager
	Build staff capacity to support reading and literacy	Reading Schools/Scottish Book Trust training Opportunities for staff to attend PD or conferences Mentor/partners established with other services e.g. Early Years	June 2026	Libraries Manager Library Schools team





# Priority Area 6

## Library Branding and Marketing

Build the library service's profile to promote and create awareness of library events, programs and services across the region.

GOAL	Activities	Performance Measure	Target*	Responsibility
Best practice delivery of library promotion and marketing for programmes and services	Outreach attendance at community events	Mobile Library pop-ups at 3 community events	Annually	Libraries team
		Libraries attend 2 community events: SY OH!Con, Faclan	Annually	Libraries team
Best practice use of social media and and events resources	Promotion of library services, collections and programmes	Publish XXX social media posts	Annually	Social Media team
		Facilitate XXX library displays	Annually	Branch staff
		Publish 12 Event articles	Annually	Social Media team
	Engagement with our communities	Conduct a community consultation on the Libraries Strategic Action Plan	1 Nov 20...	Libraries Manager
		Programme evaluations	Monthly	Branch staff
Best practice use of resources to promote programmes, services, and collections	Promotion of libraries within council	Report to Committee: Education, Gaelic	Annually	Libraries Manager
		Promote library programmes e.g. Lunch & Learn; Gaelic conversation groups		
	Promotion of libraries at community events	Mobile Library pop-ups at 2 community events in Lewis/Harris and Uist/Barra	Annually	Mobile Library Drivers



# References and Acknowledgements

## References

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