



# Delivering Best Value in Library and Information Services: Conducting the Review

*Library Association*

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## **Delivering Best Value in Library and Information Services: Conducting the Review** Library Association

Best Value lies at the heart of the Government's commitment to improve services and hold councils accountable to local people for the results they achieve. It is now a reality with legislation in force from April 2000 obliging all local authorities to publish a five-year programme indicating which services are to be reviewed. Library services are a large part of that process. This training package aims to help conduct best value reviews. It is focused around the "four Cs" of the best value review process: Challenge why and how each service is provided; Compare standards with other libraries and commercial enterprises; Consult customers and stakeholders about activities and priorities; and Compete to insure the quality of services provided equals or exceeds that of other providers. The emphasis of the one-day course is firmly on communication, information sharing, continuous improvement, thinking creatively and building a vision for the future. It is aimed at those involved with the review process and can be delivered as a one-day course for managers and review team members, and as a half-day course for other staff.

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