

LSIILARA4v2

Develop and contribute to strategy and policy for information and library services, archives services and records management



Overview

Having understood the world about you, your organisation and your customers the next stage is to develop a strategy to meet the requirements. This standard is about developing and contributing to the development of strategies and policies that ensure that services are aligned with your organisation's objectives, stakeholder expectations and customer requirements. If your service unit is part of a larger organisation then you need to ensure that your perspective is taken account of in other organisational strategies.

The standard is applicable to people in management roles with responsibility for establishing strategy and policy. It is also relevant to people in practitioner and operational roles who may contribute to the process on the basis of their experience of service delivery and contact with customers.

LSIILARA4v2

Develop and contribute to strategy and policy for information and library services, archives services and records management

Performance criteria

You must be able to:

- P1 identify how the services and functions currently in place to help your organisation meet its objectives and customer needs
- P2 identify and prioritise customer needs in terms of value and impact to your organisation as well as the feasibility of meeting them
- P3 identify current and new information service requirements
- P4 identify new opportunities for services and functions as the organisation's objectives change
- P5 identify and prioritise the strengths and weaknesses of services and functions and in terms of their benefit to your organisation
- P6 identify risks to the services and functions you manage, their severity and how these risks can be managed
- P7 create a vision for the services for which you are responsible
- P8 identify relevant resources and developments in the wider world that should influence the activity you manage
- P9 build alliances with partners to support the delivery of services
- P10 develop (or contribute to) an information strategy for your organisation which is aligned with business goals, legislative requirements, strategic planning and operational practices and which clarifies service and functional priorities
- P11 align this strategy to other organisational strategies e.g. business strategy, operational/delivery strategy, skills development, IT systems strategy
- P12 propose delivery options, cost them and evaluate their likely effectiveness

LSIILARA4v2

Develop and contribute to strategy and policy for information and library services, archives services and records management

Knowledge and understanding

You need to know and understand:

- K1 how information and library services, archives services and records management services deliver value to organisations and the diverse range of customers (and potential customers)
- K2 good practice in information and library services, archives services and records management
- K3 the concepts of product and service life cycles, specifically those that relate to information and records
- K4 existing and emerging information management theories, concepts, processes and tools
- K5 the information requirements of different communities, and how to balance or prioritise between them
- K6 how to determine the information needs of your organisation and its work processes

LSIILARA4v2

Develop and contribute to strategy and policy for information and library services, archives services and records management

Additional Information

Behaviours

1. You are creative and innovative in the development of strategy and policy
2. You exploit external experience to apply appropriate and current practice in the delivery of information and library services, archives services and records management functions
3. You contribute practical insights and experience to strategy and policy development
4. You address equality and diversity issues at a strategic level, ensuring that measures to make services accessible and inclusive are included in core business plans and that the necessary resources are available

Links to other NOS

This standard has links with:

MSC B3 – Develop a strategic business plan for your organisation and
MSC F9 – Build your organisation's understanding of its market and customers in the NOS for Management and Leadership, developed by the Management Standards Centre.

LSIILARA4v2

Develop and contribute to strategy and policy for information and library services, archives services and records management

| | |
|---------------------------------|---|
| Developed by | Learning and Skills Improvement Service |
| Version number | 1 |
| Date approved | April 2008 |
| Indicative review date | April 2010 |
| Validity | Current |
| Status | Original |
| Originating organisation | Lifelong Learning UK |
| Original URN | LAISNA4 |
| Relevant occupations | Information and Communication Technology; Public Services; Managers and Senior Officials; Research Professionals; Librarians and Related Professionals; Local Area Archives; Microfilm and Microfiche Technician; Sociology and social policy; Politics; Education and training; Direct learning support; Business management; Public Service Professionals; Government and Related Organisations; Records; Communications; General; Public Service and Other Associate Professionals |
| Suite | Information and Library Services, Archive Services and Records Management |
| Key words | Information, library, archive, knowledge, records management |