

National Library of Ireland Service Level Agreement 2016

1. Introduction

The National Library of Ireland's mission is to collect, preserve, promote and make accessible the documentary and intellectual record of the life of Ireland and to contribute to the provision of access to the larger universe of recorded knowledge.

The National Library aims to collect materials on or relating to Ireland and to provide an accurate record of Ireland's output in manuscript, print and other media for present and future users. The Library acquires this material through a combination of legal deposit, donation, and purchase.

This Service Level Agreement represents an agreed level of service between the Department of Arts, Heritage and the Gaeltacht and the National Library of Ireland (NLI). This is to ensure that resources are used in an effective and cost effective manner to deliver quality services to the public. The SLA will set out some of the NLI's targets for 2016 and define the output and outcome indicators on which performance should be measured. It will eventually have a multi-annual focus in line with the Medium Term Expenditure Framework.

The Agreement will support the high level goals of the Department of Arts, Heritage and the Gaeltacht, namely,

- To promote and develop Ireland's world-class artistic and creative strengths at home and abroad, maximising their societal, economic and reputational value for the country.
- Support cultural tourism as one of the most important elements of Ireland's tourism product and thus stimulate job creation and economic regeneration;

2. Objectives of the Agreement

The key objectives of this agreement are:

- to clarify the National Library of Ireland's role and objectives;
- to clarify the expectations of the Department of Arts, Heritage and the Gaeltacht in relation to the National Library of Ireland;
- to define some of the inputs, outputs and the anticipated outcome of the National Library of Ireland's activities;
- to measure performance of these functions.

3. Corporate Governance

The National Library of Ireland agrees to do the following:

- Timely provision of the National Library of Ireland's Annual Report and Accounts in accordance with the requirements of Section 35 and 36 of the National Cultural Institutions Act 1997 and to publish reports on the NLI's web-site as soon as possible thereafter;
- Provide information within time-frames determined by the Department in relation to Parliamentary Questions, Ministerial Representations and other information requests;
- Ensure that all details relating to the board of the National Library of Ireland are available on-line;
- Implement actions to ensure compliance with public administrative procedures and related practices and;
- Comply with all requirements in terms of Public Financial and Procurement Procedures, including the Public Spending Code and in particular DPER circular 13/2014 on the management of grants.
- Provide quarterly reports on all procurements undertaken by the National Library.
- Ensure the proper appraisal, planning, management and post-implementation review on all current and capital expenditure and ensure that the necessary approvals from the Department (sanctioning authority) are in place prior to engaging in any expenditure.
- Implement statutory requirements in respect of Data Protection and Freedom of Information;
- Implement and maintain robust child protection policies as appropriate.

4. Mutual Commitments

- Both parties commit to proactive and timely communications, cooperation and information sharing on service delivery.
- Both parties support the effective achievement of agreed targets as well as the promotion of partnership, responsiveness and mutual cooperation in their ongoing interactions.
- Both parties support prompt and timely responses to correspondence, information requests and related matters.
- Both parties commit to keep each other fully apprised and updated on all key issues.

The Department of Arts, Heritage and the Gaeltacht will provide the following supports to enable the National Library of Ireland to fulfil its mandate;

- Organise the presentation of Estimates for the National Library of Ireland by the Minister each year;
- Provide clear and timely information regarding budget estimates and annual allocations;
- Provide timely sanction for expenditure and staffing in line with Public Financial procedures and Public Service Numbers policy and having regard to current restraints;
- Provide updates on Public Financial procedures and Civil Service HR Policy Guidelines;
- Provide guidance on Civil Service HR Policy, public expenditure, remuneration and industrial relations (as appropriate), procurement and contracts, Government Accounting and Governance, and;
- Liaise with the National Library of Ireland in relation to Public Service Reform initiatives.

5. Inputs

Subhead (Current/Gross)	Programme	2016 €000
A11	National Library of Ireland	6,944,000
	Pay	3,909,000
	Pension	462,000
	Lump Sum	181,000
	Non-pay	1,964,000
	Capital	428,000

Human Resources Inputs

Grade	WTE
TOTAL	

6. Service levels and Performance Measurement

The National Library will be required to produce quarterly reports on progress in relation to the following outputs and indicators:

Key outputs

Public service Activity	2016 output targets
Continue to develop the National Library of Ireland's role as Ireland's leading national cultural institution for the collection and presentation of documentary evidence and recorded knowledge of Irish life.	<p>Develop the national collections to the greatest extent possible.</p> <p>Ensure the collection is cared for and maintained at the highest level possible.</p> <p>Preserve the quality and calibre of the NLI's exhibitions to the greatest extent possible</p> <p>Continue to explore all external sponsorship and philanthropic opportunities.</p>
Continue to develop an awareness, understanding and involvement in documentary and recorded knowledge through policies and programmes which are excellent, innovative and inclusive.	<p>Maintain numbers of visits to the NLI</p> <p>Maintain the delivery of digital content to all users through the NLI catalogue</p> <p>Increase volume of material described in the NLI catalogue</p> <p>Maintain the reach of the National Library's travelling and online exhibition programme throughout Ireland</p> <p>Build non traditional audiences through development of the NLI's social media engagement across platforms</p> <p>Establish further collaborative projects with universities and other third level institutions to increase use of NLI collections</p> <p>Maintain opening hours where practical and feasible within budgets.</p>
Ensure the continuation of the NLI's Learning and Community Outreach programme to the greatest extent possible.	<p>Maintain and diversify NLI's learning and outreach activities to the greatest extent possible</p> <p>Develop partnerships with other organisations to build capacity to deliver Learning and Outreach programmes</p>
Maintain the key role of the National Library	Maintain and increase, if possible, participation

<p>of Ireland in our cultural tourism product offering.</p>	<p>in Culture Night 2016.</p> <p>Develop services for family history researchers.</p> <p>Develop new and improved initiatives to enhance the Library visitor experience, including new exhibitions.</p> <p>Maximise contribution towards, Ireland 2016 Commemorations and other Departmental initiatives as appropriate.</p> <p>Use CultureFox to promote National Library events.</p>
<p>To strengthen and reinforce the Library's financial basis to the greatest extent possible</p>	<p>Ensure cost-effectiveness in the delivery of programmes.</p> <p>Put development capacity in place within the organisation and develop a strategy that encompasses individual giving, philanthropy and corporate partnerships.</p> <p>Extend the range of commercial events undertaken on site in order to maximise income.</p>

Context and Impact Indicators

	2015	2016
Visitor satisfaction - % of who would recommend a visit	XX%	XX%
Number of physical visits		
Number of unique online visitors		
Learning/Outreach (Children/Adults) Number of facilitated visits to the NLI by children in formal education		
Number of children participating in on-site organised activities		
Number of children participating in outreach activities outside the NLI		
Number of adults participating in organised activities at the NLI		

Number of adults participating in outreach activities outside the NLI		
Number of researchers availing of the NLI resources		
Income generation		
<ul style="list-style-type: none"> • Admissions • Trading • Fundraising 		
Regional engagement		
Number of new venues/visiting collections		

* Please provide accurate monthly visitor numbers on or before the 10th of the following month, including a breakdown of the visitor numbers.

Potential Risk Factors

[For discussion]

Financial Allocation

The Department will formally write to the National Library of Ireland setting out:

- Current and capital allocations for the year (2016);
- Manner in which payment will be made i.e. quarterly, etc

The grant-in-aid allocation is dependent on the ability of the National Library of Ireland to show the delivery of the objectives outlined above.

The NLI will provide:

- Cash flow statements with each request for draw-down funds;
- Details of the balance in each and every account held by the NLI with each request for a draw-down of funds;
- Draw-down requests broken down into their component parts of;
 - Capital
 - Non-pay Current
 - Pay
 - Pension(ongoing cost)
 - Pension Lump Sums
 - Overtime
 - Allowances
 - Employer's PRSI

Payment of each draw-down is dependent on compliance with the procedures above and with any further requirements outlined in this document.

5% of both the current and capital allocations to the NLI is conditional on satisfactory progress in relation to the output targets.

In addition, the NLI agree to provide:

- Annual profiles of expected draw-down broken down by the headings above;
- Reconciliations between draw-down and actual expenditure (broken down by the headings above) as and when required;
- All information in relation to financial and performance monitoring information requests within time-frame determined by Department.

7. Flexibility and Amendment of Targets

Where amendments become necessary, the NLI and the Department of Arts, Heritage and the Gaeltacht will mutually engage to agree amended targets / deliverables.

The Department will require a progress report on all key deliverables and corporate governance procedures on a quarterly basis. The time-lines for these progress reports will be decided between the Department and the NLI. Reports may be submitted to MAC as necessary and as requested.

On behalf of the Department of Arts, Heritage and the Gaeltacht

Date: _____



On behalf of the National Library of Ireland

Date: 4 / 2 / 16