

Strategic Framework

The aim of Public Lending Right, as part of the British Library, is to deliver an open, accessible and efficient service. We will ensure that all eligible authors and other contributors are aware of their right to register for the Scheme and to receive PLR payments when their books are borrowed from UK public libraries.

We will achieve this through our six strategic priorities which are supported by specific corporate objectives and key performance indicators.

SP1: Provide an open, accessible and efficient scheme	SP2: Ensure that a positive user experience is at the heart of what we do	SP3: Diversify the scope and reach of services	SP4: Ensure robust IT systems and MI systems are in place to make best use of data	SP5: Maintain effective and efficient financial and governance systems and reporting	SP6: Ensure that policy and marketing activities support PLR strategic objectives and support Living Knowledge as appropriate
1.1 Oversee PLR's service to authors	2.1 Administer author payments in line with KPIs	3.1 Achieve the operational and legislative changes to incorporate remote loans of ebooks into the Scheme. Seek further Scheme changes that will extend residency to UK overseas territories and simplify the registration process	4.1 Manage PLR's IT service provision and continuity Upgrade the PLR Application by 2018	5.1 Develop a rolling 3 year Corporate Plan for PLR	6.1 Ensure all authors are made aware of their right to PLR, the Scheme and running of the office are open and transparent and stakeholders are kept informed of new developments
1.2 Manage the PLR Library Sample and introduce 7 new authorities each year	2.2 Ensure we have the right number of people with the right knowledge, skills and values to deliver quality services	3.2 Possible host of the international PLR conference in 2019	4.3 Develop and agree a policy on future use and development of LEWIS	5.2 Meet the requirements of the current spending review settlement including managing PLR's overall GIA of £6.64 million and targets for administration expenditure (£605,000) and author funds (£6,039,000)	6.2 Promote PLR through partnership working
1.3 Provide full administration service for running Irish PLR on behalf of LGMA and review contract costs & services on an annual basis	2.3 Conduct continuous improvement projects for PLR operations	3.3 As part of the wider review of PLR, implement automated systems that will improve the registration process and achieve whole data collection		5.3 Ongoing reporting to Advisory Committee and BL Board	6.3 Develop a new 3 year Marketing Strategy for PLR addressing PLR's main issues, researching development opportunities and integration into the wider Library vision and purposes
				5.4 Conduct review of Advisory Committee by end of 17/18	

October 2017