

22 March 2016

Dear Music Library Customer,

Further to the recent email you received about changes to the music sets service, I met with a number of representatives of music groups and organisations in Norfolk on Wednesday 16th March. As a result of that meeting I have undertaken that the library service will explore ways that we can continue to deliver the full music sets service based on a cost neutral model.

Over the coming weeks, we will work with a focus group made up of customers of the music sets service to help us to develop a business case demonstrating how the service can be delivered in a way that meets the needs of you as a customer, and also the operational and financial requirements of Norfolk County Council. Until that time, the music sets service will be operating 'business as usual' and will be offering the same level of service to our customers as we have delivered in the past.

I appreciate that some of you may have been contacted by the Music Sets team to inform you that the orders you have placed with us have been cancelled. If you would like us to re-instate your order, please would you contact us and let us know?

If you have, in the interim, managed to obtain your material from elsewhere, please accept my apologies for the inconvenience and extra work that this has caused you.

To help provide information for the review we are undertaking, we are asking our customers to help us by supplying the following information:-

- 1) Number of members of your organisation;
- 2) Number of performances/activities delivered annually;
- 3) Average audience size.

Please will you send this information to Kath Griffiths by Monday 4th April 2016. Email kath.griffiths@norfolk.gov.uk

At the meeting on the 16th, I also asked for your support in promoting the Music Sets Service to encourage greater use. One way that you can do this is by making mention of the Service in your event programmes using the following wording:-

"Orchestral sets/Vocal scores (delete as applicable) supplied by Norfolk Library and Information Service's Music Sets Service. For further details about this service please email musicsets.lib@norfolk.gov.uk"

I have attached the County Council's logo to display with the text.

Another way we can cross-promote is through the use of Social Media. If you can promote the Service when you promote your concerts and events, we will be more than happy to promote your event for you.

At the meeting we considered how music organisations can support the service in the longer term to help to ensure it remains relevant to your needs as well as being financially viable. We discussed the possibility of fund-raising and making donations to the service and also the possibility of developing a 'Friends' group. We will write to you with more details about both of these opportunities shortly.

I apologise sincerely for any confusion and inconvenience caused by our original communication to you. I hope that we can work together to develop a solution that meets the needs of the music sets service and all its customers.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J. Holland'.

Jennifer Holland
Assistant Director Community and Environmental Services (Cultural Services)
And Head of Libraries and Information