

We improve peoples' lives & outcomes

Our ambitions are:

- To support and promote learning, reading and literacy, facilitate participation in community and cultural life and meet the needs of all our customers – current and potential

What we do is:

- Contribute to the art and culture offer of the City by supporting free / low cost access to culture, the arts, the very best literature and music and music making in the City
- Provide access to a range of books, reading materials, CDs/DVDs and e-resources for customers of all ages
- Provide access to the intranet to tackle digital exclusion within our communities
- Support the development of skills and learning through a range of activities and resources for customers of all ages
- Provide a key resource hub to support the development of stronger and thriving communities
- Provide an enquiries and information service delivered by specialist staff

Our budget is:

2017/18 – local risk budget - £,000:

- £239 - Artizan Street
- £254 – Shoe Lane
- £237 – Lending libraries unallocated
- £1,150 - Barbican

Our top line objectives are:

- **Safe** – People of all ages live in safe communities, safe accommodation and are protected from harm
- **Potential** - People of all ages can achieve their ambitions through education, training and life-long learning
- **Independence, involvement & choice** - People can live independently and exercise choice over their services
- **Health & Wellbeing** - People of all ages enjoy good health and wellbeing
- **Community** - People of all ages feel part of, engaged with and able to shape their communities

Departmental projects & programmes:

- Work with Education & Early Years to offer a range of children's centre activities for parents / carers of the under 5s
- To offer a range of activities in the library services that positively impact our customers' health and wellbeing

What we'll measure:

- Increased take up of the libraries offer of e-books, e-audio and e-magazines
- Maintain high levels of satisfaction in feedback from service users
- Maintain high levels of satisfaction & participation in health and wellbeing activities
- The service level agreements for the early years programme

Departmental projects & programmes:

- Facilitate and deliver cross-departmental and partnership customer events / programmes
- Use technology to increase and transform the activities we offer to realise improved customer engagement and service and departmental efficiency and effectiveness
- To ensure libraries play an important role in informal learning, self-help and skills development

How we plan to develop our capabilities this year

- Communicating and supporting staff through change in moving to another department
- Run user satisfaction surveys across all three lending libraries for adult and children services users to inform the future development of our services
- Submit a bid to the Arts Council's Grants for the Arts Libraries Fund to support the Barbican Library's exhibition programmes
- Ensure staff are fully trained on, and encourage customers to make better use, of the libraries self service facilities
- Develop our partnership with the Barbican Centre
- Ensure staff are trained / skilled to undertake their jobs and particularly around working with the under 5s.

What we'll measure:

- Feedback on role library services have played in impacting on service users health & wellbeing
- What service users say on the role libraries play in encouraging them to read / developing their reading
- What service users say about the role libraries play in helping them to access digital services & resources
- A range of SOUL (soft outcomes universal learning) outcomes around the City libraries childcare
- Deliver the Portsoken Health and Community Centre SLA

What we're planning to do over the following two years

- Explore options to on how to make best use of library spaces to deliver community programmes and activities with partners – supporting the governments Libraries First agenda to provide low cost spaces for community use
- Development of long term action and implementation plans to address service development issues arising from the customer surveys