

We support and enrich our diverse communities

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 Internet 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 2017/18 - £,000:

	Local risk	Central risk
Artizan Street	222	0
Information Services	322	0
Shoe Lane	258	64
Barbican Library	1,151	245
Lending libraries unallocated	192	0
Total	2,145	309

The above summary shows the total central and risk budget – a detailed breakdown of total net expenditure is shown in the full DCCS Business Plan

- Our top line objectives are:**
- Priority One - Safe:**
- People of all ages live in safe communities, safe accommodation and are protected from harm
- Priority Two - Potential:**
- People of all ages can achieve their ambitions through education, training and lifelong-learning
- Priority Three - Independence, Involvement and Choice:**
- People of all ages can live independently, play a role in their communities and exercise choice over their services
- Priority Four - Health and Wellbeing:**
- People of all ages enjoy good health and wellbeing
- Priority Five - Community:**
- People of all ages feel part of, engaged with and able to shape their community

- What we will measure:**
- Increased take up of the libraries offer of e-books, e-audio and e-magazines (target 26,000)
 - Satisfaction with services via feedback from customers
 - Satisfaction & participation in health and wellbeing activities
 - The service level agreement for the early years programme
 - The service level agreement for the Portsoken Health and Community Centre.

Corporate projects and programmes:

- Facilitate and deliver cross-departmental and partnership customer events / programmes
- To ensure libraries play an important role in informal learning, self-help and skills development
- To offer a range of activities in the library services that positively impacts our customers' health and wellbeing
- Use technology to increase and transform the activities we offer to realise improved customer engagement and service and departmental efficiency and effectiveness.

Departmental projects & programmes:

- Work with Education & Early Years to offer a range of Children's Centre activities for parents / carers of the under 5s
- Support and enhance education, culture, leisure, health & wellbeing, employability and life-skills initiatives by providing our customers with a wide range of resources including books, DVDs, CDs.

What we will measure:

- Customer satisfaction with our library service
- The impact of our library service on customers' health and wellbeing
- Customer satisfaction with access to digital services & resources in our libraries
- A range of SOUL (Soft Outcomes Universal Learning) outcomes around selected children's library services

How we plan to develop our capabilities this year

- Communicating and supporting staff through change in moving to another department
- Run and respond to 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 every aspect of their jobs

What we're planning to do over the following years

- Explore options on how to make best use of library spaces to deliver community programmes and activities with partners – supporting the government's 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.