

We support and enrich our diverse communities

APPENDIX 4

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 free 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
- Provide safe, welcoming, neutral spaces that offer respite from stress

Our budget 2018/19 - £,000:

	Local risk	Central risk
Artizan Street	(262)	0
Information Services	(299)	0
Shoe Lane	(277)	(89)
Barbican Library	(1174)	(245)
Lending libraries unallocated	(196)	0
Total	(1647)	(334)

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; our homes are safe and well maintained and our estates 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:

- Increase in take up of the libraries offer of e-books, e-audio and e-magazines (target 27,000)
- Satisfaction with services via feedback from customers
- Satisfaction and participation in health and wellbeing and lifelong learning 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 our libraries that have a positive impact on our customers' health and wellbeing (particularly mental health), and lifelong learning opportunities
- 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 and online resources

What we will measure:

- Customer satisfaction with library events and activities
- The impact of our library service on customers' health and wellbeing, their access to learning opportunities and their opportunities of feeling better informed
- Customer satisfaction with access to digital services and resources in our libraries
- Number of customers assisted with in-country visa applications
- Evaluation of the effectiveness of the Release the Pressure programme

How we plan to develop our capabilities this year

- Develop our partnership with the Barbican Centre
- Ensure staff are trained / skilled to undertake every aspect of their jobs
- Make good use of data to ensure best use of resources
- 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
- Use implementation plans to address service development issues arising from the customer surveys.
- Undertake a full restructure of the library service which addresses the need for future savings whilst still delivering high—quality services
- Make best use of the public computers, expert staff assistance and volunteers to assist people who are digitally excluded with 1 to 1 training, Universal Credit applications and visa application support
- Run an Engaging Libraries/City of London funded "Release the Pressure" pilot project to engage city workers and city residents in discussions and activities around good mental health, including arts workshops/installations, talks and discussions, films screenings and discussions, open mic events, tai chi and massage and also provide a safe sanctuary space in Shoe Lane Library
- Obtain the necessary permissions, seek finance and build a hireable community space in Barbican Library

What we're planning to do over the following years

- Implement the library service restructure
- As part of the Society of Chief Librarians, bid for contracts on the government's digital framework as suppliers of Assisted Digital and Digital Inclusion