

BARBICAN AND COMMUNITY LIBRARIES

What We Do:

Lend books/ DVD/CDs	Internet access	Exhibitions & Events
Reading Groups	Comprehensive enquiry service	Health & Wellbeing agenda
Learning: Skills & Employability	Children's services/events	Destination Music Library

Departmental Strategic Aims:

- S1 - To refocus our services with more community engagement and partnerships with others
- S2 - To transform the sense of the City as a destination
- S3 - Continue to use technology to improve customer service and increase efficiency

Our Service Key Improvement Objectives are:

1. To consolidate and extend partnership working to improve the range and quality of services offered by Barbican & Community Libraries.
2. To build on our e-strategy for books and e-commerce.



Mission Statement

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



Our Key Performance Indicators are:

1. Minimum of 10 partnership projects/services delivered by 31 March 2014.
2. 5000 e-loans/downloads by 31 March 2014.

Social Media:

Twitter: @Barbicanlib @BarbicanMusic @Barbicankids

<http://twitter.com/artizanlibrary>

<http://twitter.com/ShoeLaneLib>

Facebook:

<http://on.fb.me/barbilib>

www.facebook.com/artizanstreetlibrary

www.facebook.com/ShoeLaneLibrary

Quality Awards:

Recognised as an Investor in People

Culture Heritage & Libraries Department



Carol Boswarthack

Head of Barbican
and Community
Libraries

