

We support and enrich our diverse communities

Our vision is:

To help individuals and communities to live their best lives by supporting

- Reading and Literacy
- Health and Wellbeing
- Social mobility
- Social interaction
- Culture & Creativity

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, music and music making in the City
- Provide access to a range of books, reading materials, CDs/DVDs, sheet music and e-resources for customers of all ages
- Provide free access to the Internet and a range of digital services to support digital inclusion, social inclusion and social mobility
- Support people to achieve their full potential by providing a range of education, training and lifelong learning activities and resources for all ages
- Provide a key resource hub to support the development of stronger and thriving communities
- Provide an enquiries and information service delivered by trained staff
- Provide safe, welcoming, neutral spaces and a range of activities for all

Our budget 2022/23 - £2,541,000:

	Local risk	Central risk
Artizan Street	(318)	0
Shoe Lane	(336)	(95)
Barbican Library	(1,315)	(188)
Lending libraries unallocated	(289)	0
Total	(2,258)	(283)

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

<p>Our top line objectives are:</p> <p>Priority One - Safe:</p> <ul style="list-style-type: none"> • People of all ages live in safe communities, our homes are safe and well maintained and our estates are protected from harm <p>Priority Two - Potential:</p> <ul style="list-style-type: none"> • People of all ages are prepared to flourish in a rapidly changing world through exceptional education, cultural and creative learning and skills which link to the world of work <p>Priority Three - Independence, Involvement and Choice:</p> <ul style="list-style-type: none"> • People of all ages can live independently, play a role in their communities and exercise choice over their services <p>Priority Four - Health and Wellbeing:</p> <ul style="list-style-type: none"> • People of all ages enjoy good mental and physical health and wellbeing <p>Priority Five - Community:</p> <ul style="list-style-type: none"> • People of all ages feel part of, engaged with and able to shape their community 	<p>What we will measure:</p> <ul style="list-style-type: none"> • Increased take up of the e-books, e-audiobooks, e-magazines, eComics and eNewspapers offer (target 65,000) • Satisfaction with services for adults and children via feedback from customers • Participation in and satisfaction with health and wellbeing and lifelong learning activities
<p>Corporate projects and programmes:</p> <ul style="list-style-type: none"> • Facilitate and deliver cross-departmental, partnership and coproduced customer events / programmes • Ensure libraries deliver relevant services that promote informal lifelong learning, social mobility, self-help and skills development • Offer a range of activities in our libraries that have a positive impact on our customers' health and wellbeing (particularly mental health) • With internal and external partners, enable customers to participate fully in modern life through digital support and education <p>Departmental projects & programmes:</p> <ul style="list-style-type: none"> • 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, activities and opportunities • Support departmental safeguarding ambitions via trained staff, excellent communications and adherence to corporate policy 	<p>What we will measure:</p> <ul style="list-style-type: none"> • Customer satisfaction with library events and activities • The impact of our library service on customers' health and wellbeing, access to learning opportunities and their sense of feeling better informed • Customer satisfaction with access to digital services & resources in our libraries • Effectiveness of the Dragon Café in the City programme • Achievement of the service level agreement for the early years programme • Progress of the Artizan Transformation Project against the ACE project timeline

How we plan to develop our capabilities this year

- Ensure recovery of all our services post COVID-19
- Using a £226k Arts Council Libraries Improvement Fund grant, work with local communities, businesses and colleges to transform Artizan Street Library into a vibrant and welcoming library and Makerspace.
- Embed the new TOM staffing structure and establish new ways of working for all staff
- Carry out reprocrements for the Libraries Management System and the Public Network
- Enter into non-binding discussions with relevant parties regarding a potential redevelopment of Hill House and Shoe Lane Library
- Carry out the 3-year customer surveys for adults and children
- Work with local residents to create a hireable space at Barbican Library
- Continue to provide Dragon Café in the City with twice monthly Wellness Wednesdays at Shoe Lane Library
- Ensure staff are trained / skilled to undertake every aspect of their jobs including Dementia Friends and mental health first aid training
- 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, visa application support and more

What we're planning to do over the following years

- With Libraries Connected, bid for appropriate contracts on the government's digital framework as suppliers of Assisted Digital and Digital Inclusion