

SWANSEA LIBRARY SERVICE PLAN

2021-23



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1. Vision

Provision of an agile, inclusive and sustainable library service that enables citizens and communities to engage meaningfully with culture, reading, technology and learning within their local community.

Corporate priorities

- Safeguarding people from harm
- Improving education and skills
- Transforming our economy and infrastructure
- Tackling poverty
- Maintaining and enhancing Swansea's natural resources and biodiversity
- Transformation and future council development

2. Library Mission

To deliver a free and equitable service that is relevant to the needs of the communities it serves from spaces that are accessible, safe and welcoming, providing resources that are stimulating, engaging, educational and reflect the culture and heritage of Swansea. Delivered by a team that is customer focused and highly skilled in supporting a diverse range of needs.

3. Library Service Priorities

- To blend traditional and digital services by developing a **Digital strategy** for libraries
- To support **Reading and literacy** for all, leading to improved life outcomes and wellbeing
- Support the council's plans to investigate Community Hubs and a new location for Central Library
- Supporting **health and wellbeing** agendas through library activities
- Provide opportunities for agencies and partners to work to address **poverty & employability** initiatives
- Reflect all communities in the promotion of and engagement with our **culture, heritage** and local history collections.

4. (a) Background

Local Authorities have a statutory duty to ensure the provision of a 'comprehensive and efficient library service' that encourages both adults and children to make full use of the library services is a statutory requirement under the **Public Libraries and Museums Act 1964**.

The Welsh Public Library Framework sets out a set of core entitlements and quality indicators for Welsh citizens which are reported by local authorities to the Welsh Government annually and enable them to uphold their duty in assessing the efficiency and comprehensiveness of delivery of library services in Wales.

The service achieves this through a network of **17 libraries** across the County area of Swansea. It has a small central management team who provide specialist support to the community libraries in the form of reference and local history services, childrens' services, book acquisition and processing, IT, audience development and promotional activities. The service also runs a community housebound and care home service to provide library services to those with barriers to accessing physical sites. Swansea libraries also runs a prison library at Swansea Prison under an annually renewable Service Level Agreement.

In addition to library sites the service provides a range of **digital resources** to support access to reading, information, learning platforms accessible to all regardless of physical location.

The library service is supported by the Welsh Government who provide a number of digital services to all libraries across Wales including Ancestry, Ebooks, Eaudio books and E-magazines. Further details can be found by visiting libraries.wales/my-digital-library

(b) Performance Statistics (source – Welsh Government Sixth Quality Framework for Welsh Public Libraries – Annual Return)

| | 2017/18 | 2018/19 | 2019/20 | 2020/21* |
|-------------------------------------|------------|------------|------------|------------------------------------|
| Visitors | 1,061,615 | 1,048,739 | 927,265 | 64,063 |
| Loans of Books | 930,194 | 912,607 | 960,349 | 126,722 (exclusive of renewals) |
| Loans of Non-Book and digital items | 101,141 | 45,073 | 40,112 | 188,191 |
| Total Active users | 47,972 | 45,313 | 32,394 | 32,394 |
| Net Expenditure | £2,753,995 | £2,849,971 | £2,896,140 | £2,603,521 |

* submitted to Welsh Government as part of the national performance reporting framework submission 2021/22 – subject to confirmation via publication of final performance report 2020/21 (pending)

| Library Service Action Plan 2021 | | | | |
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| | Objective | Actions (priority) | Timescale | Completed |
| Digital | Finalise a Digital Strategy for service supporting workforce and service delivery. | <p>Participate in Digital Champions programme and create local training resources online for staff.</p> <p>Review and extend use of SMS and Emails on Enterprise and improve user experience on site.</p> <p>Create and develop and re-use digital content for customer engagement and improved access to online resources. Build on Estyn Allan legacy.</p> <p>Deploy tablets in libraries(for customer use) to realise outputs of WG funding project and address digital exclusion and digital first agendas.</p> <p>Provide support to children and parents to use online platforms for child resources.</p> <p>Develop child pages on Enterprise and assist in creation of digital content online.</p> | <p>June 21</p> <p>Mar 21</p> <p>Dec 21</p> <p>Mar 21</p> <p>Sep 21</p> <p>Mar 21</p> <p>Ongoing</p> | |
| Reading and Literacy | Review stock policy to reflect cultural and society priorities and ensure relevance to all library customers. | Review, update and share | Oct 21 | |

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| | Newspapers and periodicals review | Implement revised online news offering and revise paper based periodical and newspaper offer. | Sep 21 | |
| | Collection management – review and edit existing collections | Create and implement a programme to review and edit collections in central library | Sep 21 | |
| | Extend Book Banding | Book Banding to all libraries and widen titles available | Mar 21 | |
| | Click and Collect and Book bags | Promotion plan to ensure Click and Collect service is maintained at all libraries. | Sep 21 | |
| | | Further develop curated/themed book bags at all libraries | Dec 21 | |
| | Reflect needs of new Wales school curriculum in new stock acquisition | Improve awareness of changes, source new titles and resources eg diversity in Welsh history. | Dec 21 | |
| | Improve visibility of diversity in library collections | Improve meta data and search facets in catalogue so titles are more easily found in searches. | Mar 21 | |
| | | Ensure diversity is reflected in displays and promotion of books in all settings | Mar 21 | |
| | | Target promotion of foreign language books to relevant audiences | Mar 21 | |

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| | Child literacy initiatives | Further develop book review cards for children and give visibility online. Coordinate SRC and Carnegie Greenaway activities | Dec 21 Sep 21 | |
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| Community Hubs and Venues | Explore new Income streams | Freshly promote Libraryline research service. Seek access to external funding to improve library spaces and develop new projects. Explore out of hours use. Re-implement merchandise and other income generating initiatives. | Dec 21 Ongoing Mar 22 | |
| | Central library relocation (HUB) | Engage with partners and stakeholders in developing services for the new location of Central library. Create staff focus groups to assist gathering of needs and influence scope operation and design of new library presence. | Mar 22 Mar 22 | |
| | Working with Schools | Support and empower library managers to Re-engage with schools virtually or physically to rebuild class visits to library or assembly or classroom talks. | Dec 21 | |
| | Empowering Staff | Provide practical assistance to enable library managers to take on more of their supervisory and building management issues. | Mar 22 | |

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| | | All Library Staff to participate in the creation of digital content – whole service approach | Mar 22 | |
| Wellbeing and Health | Reading Well promotion | Refresh ways to promote reading well resources in libraries. | Dec 21 | |
| | Community Service Recommendations | Implement findings for new support for care homes based on expressed need, improved data on customer needs and widen scope of audience using service, specifically service for carers, more diverse communities | Sep 21 Dec 21 Dec 21 Jul 21 | |
| | Ageing Well Wales Plan support | Update Website content for community services | Dec 21 | |
| | Climate Change and reducing carbon footprint | Re-use and recycle wherever possible. Look for cost effective alternatives when purchasing. | Ongoing | |
| | | Reduce use of plastic jackets on lib books | Mar 22 | |
| Poverty and Employability | Review of fines | Review of charging of fines for overdue books | Mar 22 | |
| | Restore links with employability services | Safely rebuild links with employability services post Covid | Sep 21 | |

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|------------------------|----------------------------------|--|-----------------------|--|
| | Digital exclusion | Work with digital communities Wales on new projects Relaunch Codeclub and microbits loans | Ongoing Sep 21 | |
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| Diversity and Heritage | Attracting new diverse audiences | Support and lead Library managers to better network with local groups not currently engaging with the library Community Service team to reach out to network partners to improve visibility of their service to hard to reach | Dec 21 | |