

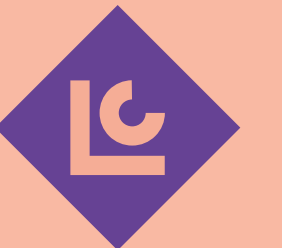
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**Libraries
Connected**

Our Manifesto

**We believe in the power of
libraries to enrich lives**



Libraries today

Libraries are at the heart of communities, reflecting and responding to local needs.

They get more visits each year than any other cultural service, with a reach that extends right across income brackets, ages and ethnicities.

They play an important role in promoting well-being and community cohesion by producing a range of cultural activities with their local communities, and providing many with access to vital online services.

Maintaining and building on the power of libraries is at the core of Libraries Connected's mission.

We will support libraries as they continue to evolve to meet new patterns of use, offer different experiences to meet varied needs and pioneer new operating and funding models.



**Over 250m
people visited
libraries last year**
CIPRA 2015/16

**34% of adults used
libraries in the
past year**
DCMS Taking Part
2015/16



“The Universal Offers have helped us to clearly articulate our offer to a wide variety of stakeholder groups and it demonstrates the breadth of our service offer in a helpful and compact format. It has been a useful tool for developing services in my borough and for establishing new partnerships.”

Anthony Hopkins, Head of Library,
Heritage and Adult Education Service, Merton Council



Libraries Connected

Our vision is an inclusive, modern, sustainable and high quality public library service at the heart of every community in the UK.

Libraries Connected is a charity that will build on our previous work as Society of Chief Librarians (SCL). We are now partly funded by Arts Council England as the Sector Support Organisation for libraries. This funding provides increased capacity with a new team of staff and trustees, to work alongside our members.

We will:

- ◆ Represent the public library sector to communicate the value of libraries;
- ◆ Connect partners to local libraries by brokering national relationships with a wide range of organisations and individuals;

- ◆ Improve library services by developing and sharing best practice, providing training for library staff and facilitating a network of library leaders in the UK; and
- ◆ Drive innovation and new thinking on the role of libraries in a modern society.

Libraries Connected will be a strong, sustainable organisation that will support and be an advocate for the sector. We will help all public library services to be relevant and responsive to their local communities, and ensure that the people who run them have access to the skills and information they need.

**Over 205m loans
a year (78.6m child,
127m adult)**

CIPRA 2015/16



Libraries transformed

The Universal Offers cover the six key areas of service that our customers and our stakeholders see as essential to a 21st Century library service. The aim of each of the offers is to develop a core package of partnerships and resources at a national level, which can then be adapted and delivered locally.

Culture Offer:
199 fun palaces
took place in
libraries in 2017

Fun Palaces 2017
evaluation

Health Offer:
635,000 people have
used the Reading
Well scheme since
it's launch in 2013

The Universal Offers provide a positive vision of the power of libraries. They are central to our aim of supporting libraries to develop new services and cementing their position as a cornerstone of their communities.

**Over 99% of English
libraries now offer
free wi-fi access**

DCMS Taking Part
2015/16



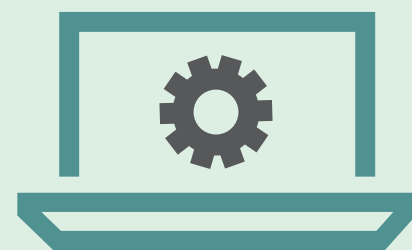
Libraries transformed



1. Culture Offer

Goal: More people have access to quality and diverse cultural experiences in libraries, especially those who do not normally take part in arts activity.

In action: Fun Palaces are free and fun events, made by local people for their own communities. They bring together arts, sciences, crafts, technology and digital activity.



2. Digital Offer

Goal: Library services have the resources and skills to deliver digital activities and training to the public, especially individuals with limited digital capacity.

In action: Single Sign On is a new service designed by us and the digital education charity, Jisc, which allows people to sign in once to gain access to all of their libraries' eResources.



3. Health Offer

Goal: To improve the well-being of local communities by providing information on health, referrals to local agencies and activities that promote health.

In action: Reading Well is a series of health-related book lists designed as a first port of call to help people to understand and manage a range of health conditions. In partnership with The Reading Agency.



Libraries transformed



4. Information Offer

Goal: That all library users are supported to access information and services online in key areas such as careers, health, personal finance and benefits.

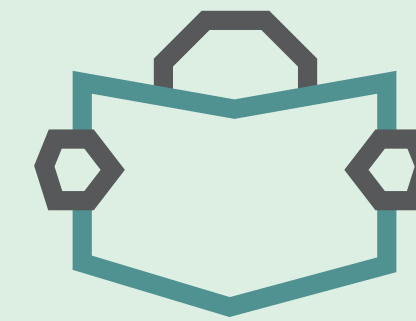
In action: Our assisted digital contracts allow us to provide help to local communities to access and use government services and application forms online.



5. Learning Offer

Goal: Libraries are present throughout a person's entire learning journey to build confidence, support education and increase creativity and digital skills.

In action: 'The Experiential Library' report explored the range of family learning activities happening in libraries and is accompanied by a series of resources to help libraries to deliver more of these activities.



6. Reading Offer

Goal: To develop, deliver and promote reading activities in libraries.

In action: Summer Reading Challenge is a fun and engaging annual programme to help encourage children to continue to read over the summer holidays.

In partnership with The Reading Agency.



Libraries transformed

We are committed to ensuring that all aspects of the offers are accessible to all who wish to use them, and so each of the offers are underpinned by the Children's Promise and the Six Steps initiative to ensure access for people with visual impairments.

Information Offer: 146 libraries have signed up to help people in their local communities with their online visa applications

Reading Offer: 761,758 children in the UK took part in the Summer Reading Challenge in 2017

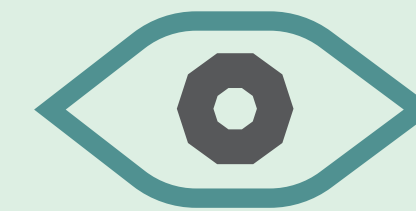


Children's Promise

Goal: Every child and young person in libraries is inspired to read for pleasure, has access to a diverse range of materials, can engage in a variety of digital activities and can take part in activities that improve their well-being.

In action: Bump Booster is a toolkit to help library staff and volunteers to encourage parents-to-be to share rhymes and talk with their unborn baby.

In partnership with ASCEL.



Six Steps

Goal: That the almost two million blind and partially sighted people in the UK can visit a fully accessible library service, which has a local collection of accessible reading materials and information in physical or digital forms.

In action: readingsight.org.uk helps people with sight loss to enjoy reading in accessible formats, to join libraries and participate in reading groups and activities.

In partnership with Share the Vision and RNIB.



“The Universal Offers and Six Steps have provided both clarity and focus for our library service. Defining our DNA, as it were, and developing a consistent offer across libraries has been of real benefit. They set out what customers and partner organisations can expect from a relevant, modern and accessible library service.”

Mark McCree, Head of Libraries,
Blackpool Council

**17,064 library
employees in the UK**

CIPRA 2015/16



We want to hear from you! If you're interested in working together to help develop library services, or would just like to find out more about our work, please connect with us by:

Email:
info@librariesconnected.org.uk

Twitter:
[@libconnected](https://twitter.com/libconnected)

Or join our mailing list at:
librariesconnected.org.uk/signup



Libraries Connected



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



**3,600 public libraries
in the UK**

Axiell: A review of
libraries in the UK 2017