

Schedule 2: Expected service delivery and outcomes for Partnership libraries

Barnet's ambition and objectives for its Library service:

The vision: Barnet is a great place to live. We want a 21st Century library service that is in tune with the changing lifestyles of our residents. Libraries are a universal and unique service, offering learning opportunities from the early years and through retirement.

Our ambition is for libraries to:

- Help all children in Barnet to have the best start in life, developing essential language, literacy and learning skills and developing a love of reading from an early age.
- Provide residents with the skills to live independently; to improve their health and wellbeing; and to get a job and progress whilst in work.
- Bring people together, acting as a focal point for communities and assisting resident groups to support their local area.

The vision is supported by the following objectives for the Library service:

A library service that provides children and adults with reading, literacy and learning opportunities

- Reading and learning materials are provided for loan and library use, in traditional print/hard copy formats as well as provision of e-book, e-audio and online learning resources.
- The Barnet Digital Library will increase reading and learning opportunities for local people, while the physical library estate continues to offer access to reading, literacy and learning opportunities for children and adults.
- At least 95% of Barnet residents can reach their local public library by public transport and have access to study space and to learning activities run for communities, by communities and by local partners.
- Outreach and development is targeted at those most in need, with strategic partnerships in Education, Adult and Children's Services, and appropriate local partners.
- The service continues to deliver onsite and online literacy activities and reading schemes (The National Reading Offer) such as the *Summer Reading Challenge*, *Six Book Challenge* and *City Reads*.

A library service that engages with communities

- Library buildings continue to act as focal points of community activity, with further integration of services and use of library spaces which reflects local needs.
- Opportunities for local people to shape and support library services are increased, through an expanded range of volunteering roles and advisory groups.
- Social media and new technologies are increasingly used to deliver peer to peer customer interaction and support, offering residents the opportunities to share reading recommendations, advice and support.
- Local commercial partnership opportunities are exploited where possible.

A library service that makes knowledge and information easily accessible

- Local and Council information is provided in both hard and soft copy forms.
- The library service continues to act as a gateway to local services, expanding its use of self-service technology to increase access to those provided by the Council.
- Online library services, accessible 24:7, offer the library service increased opportunities to deliver literacy, learning and information services out of hours and to those unable to visit static service points.
- Users of the physical libraries have access to modernised ICT equipment and ICT learning support.

A library service that can withstand current and future financial challenges and safeguard services for vulnerable people.

- Barnet's libraries are configured in such a way as to support the Council in meeting these challenges.
- Income from services, assets, trading and other unique capabilities is maximised in order to take the universal free-to-use library service to the maximum number of people.
- Opportunities presented by new technology and improved volunteering support are maximised to preserve libraries as physical spaces/community assets.

Expected services of a Partnership library

Partnership libraries will contribute to the Barnet Libraries vision by providing:

- A minimum of 15 hours of free public access library opening hours each week
- Literacy schemes and reading events for children and adults
- Educational visits, facilitated and un-facilitated
- Learning resources and reading materials for loan, reference
- Digital learning resources and reading material
- Signposting to trained library staff, where appropriate
- Cultural activities and access to information about cultural activities
- Specialist resource collection point
- Information about local area and services , promotional space for local businesses, groups and organisations
- Library space for community use
- Volunteering opportunities
- Health and well-being events and health information

Core activities (baby rhyme-time; class visits and IT sessions for example) currently taking place now in what will become Partnership libraries will be expected to continue with the support of the community body. The Partnership library will be asked to develop an indicative timetable and calendar of activities and events as part of its business case. This will form the basis of a negotiated service level agreement. The Council will not provide any activities/events in a Partnership library unless these have been purchased by the Partnership library organisation

Expected facilities

Within the library footprint, it is expected that the Partnership library will provide

- An attractive, easily accessible display and stock of books and lending resources
- A welcoming space for library users to visit, browse, borrow and return books

- Access to PC's
- Access to free wi-fi for library users.
- Study space
- Space for learning and community activities and events

The responsibilities of a Partnership library within the library network

Partnership libraries will be part of the network of Barnet Libraries. The Partnership library will be required to:

- Use the council's Library Management System for the administration of the library offer
- Comply with Barnet Library services procedures for the operation of library services (loans, reservations, fines etc)
- Welcome and provide a library service to all members of Barnet's borough-wide library service
- Signpost library users to other library services available at other library sites or as part of the home, mobile or digital library service.
- Participate in the system-wide arrangements between libraries within the network in relation to book reservations, book loans and act as a collection point.
- Participate in borough wide initiatives such as the summer reading challenge
- Offer an inclusive library service, responding to the particular needs of groups of residents
- Exhibit posters, notices or other information/literature at the request of Barnet's Library Service.
- Promote Barnet's Library Service, both within the Partnership library but across all Barnet's libraries
- Regularly review services to ensure that they meet the needs of the local community
- Adhere to council policies in relation to data protection, health and safety, risk assessments etc
- Establish a mechanism for local residents to have a voice in the strategic direction of library services – eg Friends of the Library group, representation on a management committee
- Seek to attract additional sources of income to build a vibrant, sustainable library offer.
- Ensure appropriate checks (DBS check) on volunteers and staff where required by legislation, maintain a record of this information and produce confirmation of this on request
- Adhere to council policies in relation to data protection, health and safety, risk assessments etc
- Operate the council's fees and charges for library services. (Partnership library will be able to retain income e.g. from events and activities that are chargeable. The charging policy of the Partnership library for any library-related activity will need approval by Barnet's Library service and will form part of the service level agreement).

Service level agreement

A service level agreement will be negotiated with each community body that sets out the expectations of the Partnership library alongside the support available (Schedule 1)