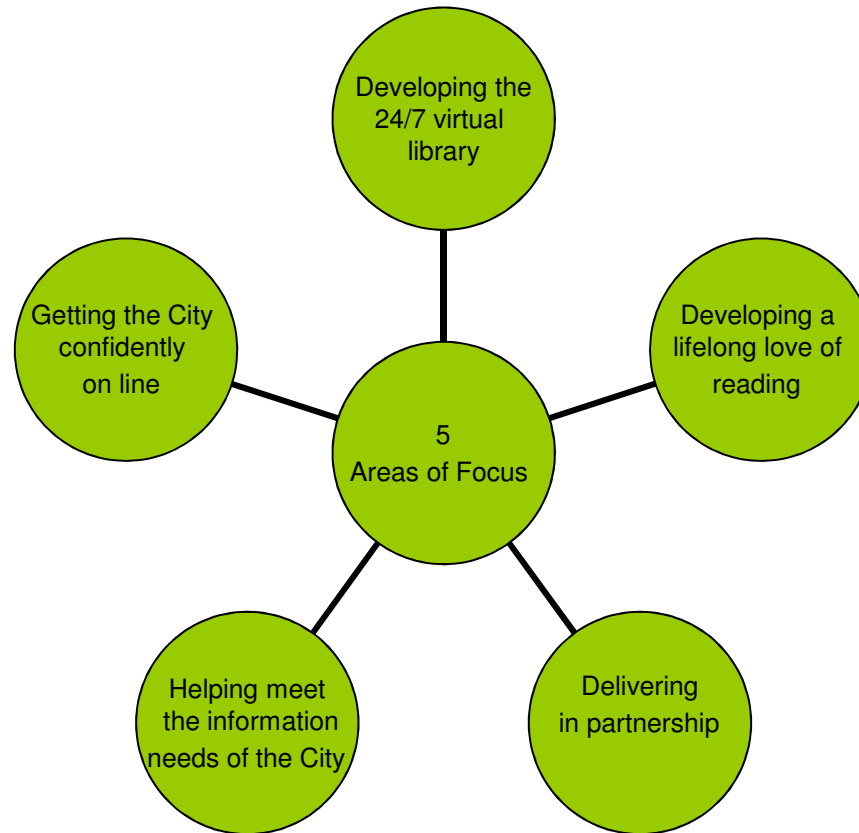


Appendix 1

The Transformation of the Library Service

Future Focus
2014 – 2017

Five Areas of Focus



**Developing
the 24/7
virtual library**

**Increased range
of information
and services
on line**

**Order and
pick up at
library, drop
off point or a
Premium Service
delivery to your
door**

**Search,find
order, renew pay
or download
via interactive
and intuitive
services using
any device**

**Access to
larger number
of e books
downloads
audio books
magazines
newspapers**

**Online reviews,
reading groups,
recommendations
and blogs**

Developing a
lifelong love
of reading

```
graph TD; A[Developing a lifelong love of reading] --- B[Children]; A --- C[Adults]
```

Children

Adults

**Developing a
lifelong love
of reading
in children**

**Every child
in the
city to receive
a
library card
and become
member**

**Every child
invited to
participate in a
wide range
of
reading
related
activities**

**Free access to
books,
e books
and online
resources**

**Bigger and
better
children and
families area
areas in every
library**

**Flexible spaces
providing
a wider range of
activities/
opportunities**

**Homework
clubs
with
assistance from
staff and
volunteers**

**Access to high
Quality
Service for
reading and
Information
Technology**

**Developing a
lifelong love
of reading
in adults**

**Every person
learning
to read
in the city a
library
member**

**Start learning
to read at
the library –
the local first
choice
for literacy
help**

**Free access to
books,
e books
and online
resources
meeting
all demands
and needs**

**Bookshop feel
in every library
with relaxing
seating
and browsing
areas displaying
books
attractively**

**Flexible spaces
providing
a wider
range of
activities/
opportunities**

**Family
literacy
activities with
Sure Starts**

**Access to
high quality
Service
for reading
and Information
Technology**

**Getting the City
confidently on line**

**Free access to the
internet
and computers
across the city
for all**

**Free computer
training for all
to develop
confidence
on line**

**City wide
digital inclusion
campaign to get
everyone
online**

**Latest
innovations
and equipment
for people to try**

**Help with
contacting
services and filling
out forms**

Helping meet the information needs of the City

Advice
A place for partners to provide advice and information

Information
A comprehensive Source of information with staff able to assist with access

Health
Enhanced information, health living promotion and advice services from partners

Online
Help in accessing council services on line

Expertise
Staff skilled in delivering all areas of the transformed service

**Delivering
in
partnership**

**Further
development
of and recruitment
to Volunteer
programmes
eg to the
housebound
and computer
buddies**

**Deposit
collections at
community venues
around the city
e.g.sheltered
Housing**

**Community
Libraries –
giving communities
the opportunity
to retain
libraries in their
Local
communities**

**Maximise
community
activity in
Libraries**

**Maximise
the range of
Services
provided by
partners
in each
library**

**Maximise
the use of
space in
libraries
for partners and
activities including
back office areas**

**Some Highlights
From the
Vision for
The Future**

**New
Library
opening in
Woolston
In 2015**

**Every child and
literacy student
in the city
to receive a
library card and
membership**

**Development
of the 24/7
Virtual Library to
Increase
access and
use of
services
On line**

**More appealing
Libraries with
improved
layouts,
furniture
and displays**

**City wide
Campaign
to get
everyone
confidently
online**

**Incorporate
Archives
Service
in Central
Library
enabling
improved
Access and
longer hours**

**Funding
for reading
and IT
maintained
ensuring
residents
receive
a high quality
service**