

Library Strategy Map (2020 - 2024)

(Library strategy agreed at cabinet Feb 2020)

(Lockdown 1: March 19th – July 12th 2020, Lockdown 2: Nov 2020, Lockdown 3: Jan 5th – April 12th, 2021)

Events re-commenced in April 2022

November 2023 Progress to Date

Theme	Strategic objective	What the service will do	Measuring the benefit	Summary of Progress - to Oct 23
1. Bristol's libraries empower and care	Libraries contribute to the envisioning and empowerment of individuals, local communities, and city partners	Develop as hubs for community development, organising and empowerment	Developing case studies of community participation and local empowerment to share good practice	Innovation Fund programme finished with a celebration event April 23 Evaluation Report and Map printed and distributed
		Support further volunteering opportunities	Increased number of volunteers in the service	Baseline 2020 number of: Volunteer Mailing List: 554 Active Volunteers: 172 2024 Mailing List: 247 Active Volunteers: 79 Roles: 12
		Develop 27 Friends Groups in each library to take forward library and community ideas	Establishment of a constituted Friends Group in each library. Delivering projects and activities developed from the Innovation funding. Showcase the projects and activities developed from the innovation funding by Dec 2020 (delayed) to promote and inspire others;	2020 - 19 Friends Groups 2024 - 15 Friends Groups covering 16 Libraries (plus 2 in progress) Projects delivered as above Showcase event in April 23 (delayed as projects were delayed)
2. Bristol's libraries are fair and inclusive	Libraries contribute to economic inclusion, social mobility and political power through the development of skills, learning opportunities and public space for gatherings and the provision of services	Promote the love of reading and ensure that all residents have free and equal access to books, e-books, talking books and other reading resources;	Increased attendance at events e.g., library led groups & activities, reader development events, participants in the Summer Reading Challenge, case studies and evaluation of use of the library as a cultural venue	2250 Individual Events and Activity Sessions in Libraries since April 23 with 9,580 Adults and 12,880 Children attending. Summer Reading Challenge – 3,740 Children took part in 2024 plus another 333 online Reading Friends case study -The Reading Agency
			Increase of satisfaction % in Quality-of-Life Survey	Annual Quality of Life Survey October Bristol Average (with and without a library card average/data with a library card only) 2020 – 54.1/72.6 2021 – 47.5/64.7 2022 – 52.9/71.3
			Increase in specific groups currently underrepresented in use of library service.	Use and data collection affected by the pandemic Projects: City of Sanctuary/Library of Sanctuary Afghan, Syrian and Ukrainian Refugees- working with council initiatives.

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				<p>Words of Colour BBC event – Politics Power and Protest (1K funding)</p> <p>Diversity in event programming monitored and actively planned</p> <p>Southwest Word Online – regional tour of diverse authors 2021</p> <p>Word Live in Libraries – South West regional tour of diverse authors 2023</p>
		Partner with businesses and communities to promote existing provision and increase learning opportunities	Increase in business partnerships and learning opportunities in libraries.	<p>Successful at Business Intellectual Property Centre (BIPC) bid from British Library in Mar 21, with 400K investment, three new staff posts</p> <p>3 BIPC locals in Knowle, Southmead and Junction 3 open</p> <p>Programme of workshops, Intellectual Property surgeries and in person</p> <p>Partnership working with YTKO, Coach House, Economic Regeneration</p> <p>Extension funding from WECA Shared Prosperity Fund until March 25</p> <p>Joined the Living Knowledge Network, run by the British Library in April 21</p>
		Support and enable community, cultural and business use of libraries	Hours of activity in libraries outside staffed opening hours	319 hrs since April 23
		Promote the library as an accessible public space for meetings and services	A number of trial activities which explore outcomes and benefits of working with external partners such as health, employer support and debt advice within libraries in specific locations	Purple box project for mental health resources –Community Access Support Service(CASS) with case study Adult literacy (Read Easy) workshops commenced Advice surgeries halted due to the pandemic
3. Bristol's libraries help connect people in communities	Libraries help connect people to people and opportunity, locally, citywide, nationally and internationally	Work with city partners to reduce levels of digital exclusion and disadvantage	Increase in the number of hours of IT volunteering to support residents to access digital services;	New IT buddy role now available in 11 libraries (11 volunteers) Totalling 17 hrs /week
		Improve accessibility and strengthen community resources and assets by extending the availability of the building outside staffed hours	Hours of activity in libraries outside staffed opening hours	319 hrs since April 23
		Become a hub for quality service offers: self-service kiosks, public computers, Wi-Fi printing, digital resources	<p>Upgraded free public computers</p> <p>Increase in the number of Wi-Fi logins</p> <p>Wi-Fi printing available to users in all 27 libraries</p> <p>Upgraded self-service kiosks</p> <p>Increased number of users accessing digital resources (including eBooks and eAudio)</p>	<p>Windows 10 upgrade July to Sept 22</p> <p>Wi Fi logins: 20/21 - 606 21/22 – 47,329 22/23 – 103,893 YTD – 62,828</p> <p>Wi Fi printing to be delivered 23/24</p> <p>Self-service kiosks upgraded Oct 20</p> <p>eBooks active users Aug 2021 = 713 Sept 2023 = 2487</p> <p>Eaudio active users</p>

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				Aug 2021 = 1949 Sept 2023 = 3719 Extended Access refresh in 3 branches in tandem with re-opening plans in July 21 New members online 132% increase (5262)
			Satisfaction with IT via survey	No survey in place yet
4. Bristol's libraries support and enable wellbeing	Libraries promote mental and physical wellbeing by connecting people with each other, knowledge, opportunities and services	Build relationships with partners to help deliver health and wellbeing initiatives to individuals and communities	Increase in the number of wellbeing partnerships and initiatives run in libraries	NHS bid successful for Healthier Together website Surge Testing Feb 21 – 24K kits given out from 6 libraries
		Focus funding bids to engage and pilot culture-led opportunities in areas of greatest need;	Increase in the number of successful funding bids applied for by the library service and the number of successful funding bids applied for by the community in partnership with the library service	NHS bid 20K joint website BBC Novels event 1K Reading Friends 10K BIPC 400K BIPC SPF 420K BIPC capital 70K SW Regional library Service – Word Online 2K contribution to Word Live in Libraries Words on Wheels 49K Library Improvement Fund 137K Culture Nature – 3K Story Trails – 10K
		Improve library environments	Case study and evaluation of the pilot for the community-led redesign of the library environment	Rising Arts work with young people at Junction 3 Owl sculpture installed at Fishponds Library and evaluation completed Henleaze children's library refurbishment Central library desk changes Central library new seating Work on new Filwood and Southmead Libraries
		Improve and promote a wide cultural programme and social inclusion	Improvement in our evaluation and tracking of the number and variety of cultural activities taking place in libraries and their attendance	Evaluation Forms revised with online and hard copy survey after events Event database created to track events and numbers attending