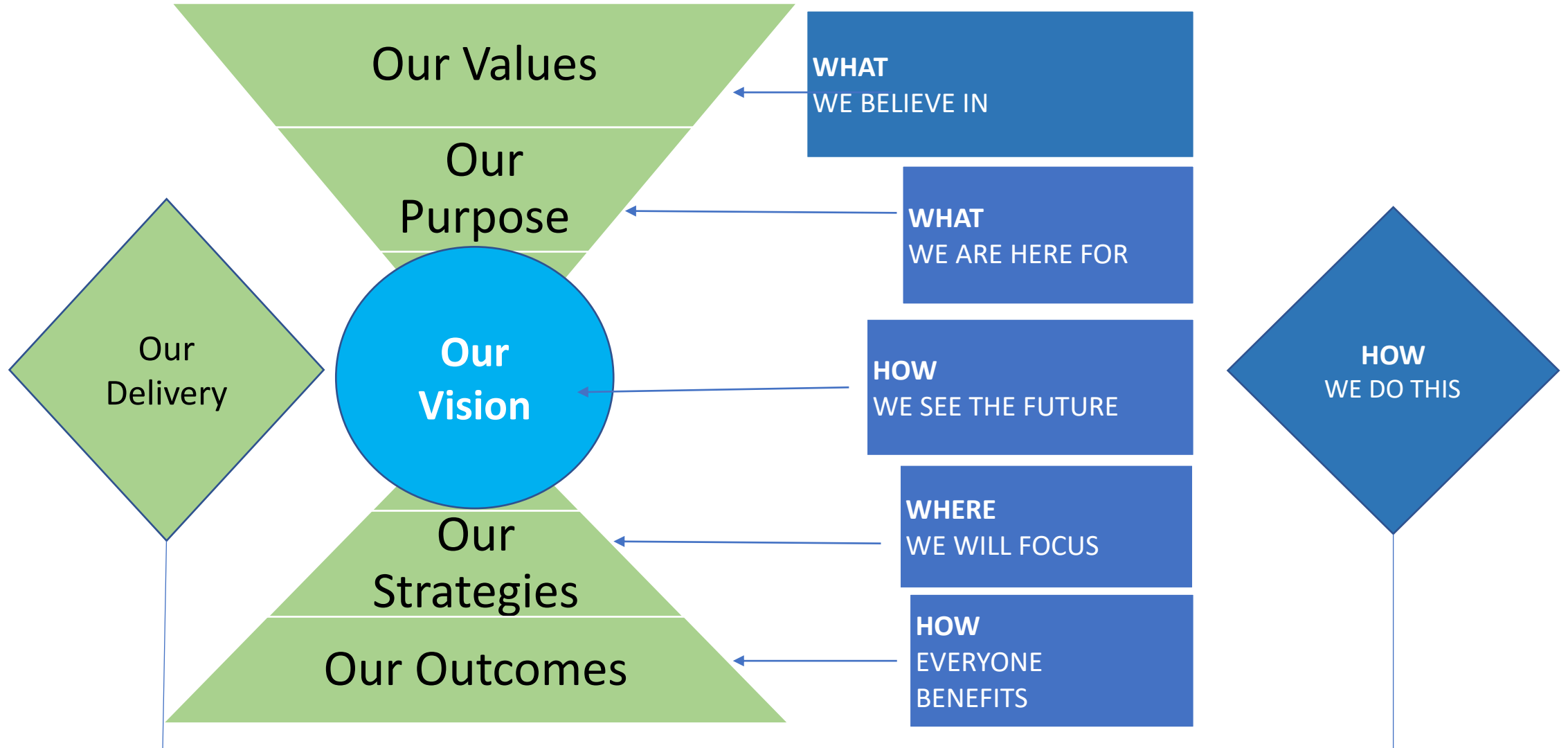


Realising Potential: A strategy for Richmond upon Thames Library Service 2022-2026

CORE COMPONENTS



OUR VALUES – What we believe in

VALUES

RESPECT



BEHAVIOURS

Welcoming all potential users
Appreciating diverse cultures and life experiences
Being tolerant and compassionate towards others
Living sustainably on the planet



IMPACT

Everyone feels welcome

FLEXIBILITY



Adapting and responding quickly to need
Trying out new approaches
'can do' attitude to challenges
Being there for residents



Changing needs are met

INSPIRATION

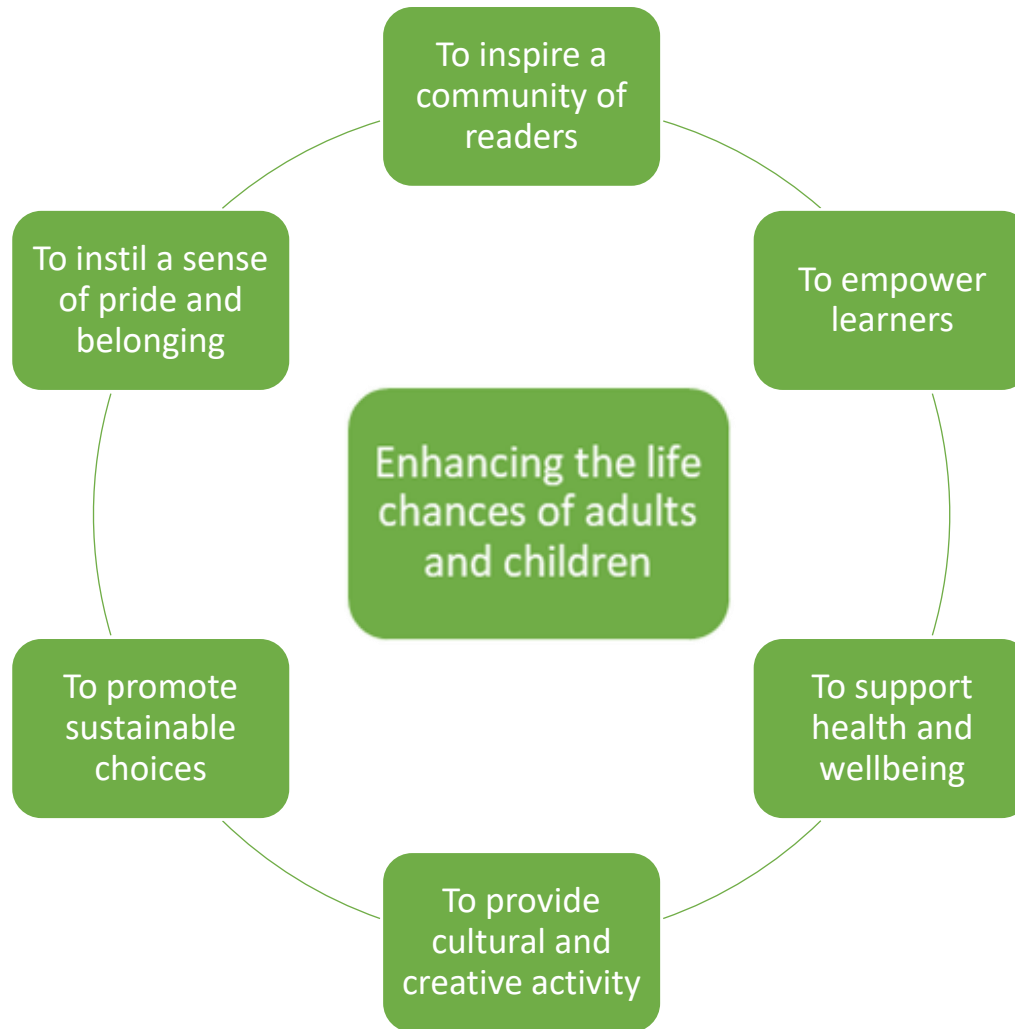


Offering improved life chances to others
Encouraging aspiration and innovation
Creating a community of readers
Working to constantly succeed and leading by example



People feel empowered and enriched

OUR PURPOSE – What we are here for



OUR VISION – How we see the future

‘Communities within Richmond upon Thames will realise their potential through the personal, professional, social, and cultural development opportunities provided by their library service.’

OUR STRATEGIES – Where we will focus

Inspiring a community of readers at all ages

- Encouraging reading for pleasure at all ages
- Providing free accessible high-quality books, eBooks, resources curated by professional specialist librarians
- Offering an annual programme of creative reading promotions and events for adults and children
- Improving literacy in children and adults for better life chances
- Strengthening links with local educational and childcare facilities for partnership working
- Supporting national and local literacy initiatives for all ages, from under 5s to senior citizens
- Ensuring a high-speed reservation service to meet customer expectations on delivery of materials

Empowering learners and bridging the digital divide

- Ensuring residents are given opportunities to participate in informal learning and fulfil their aspirations
- Offering free public computers and tablets, internet and Wi-Fi access
- Promoting and supporting digital citizenship
- Supporting vulnerable residents back into work and helping them navigate online systems for daily life
- Keeping pace with technology, ensuring services are innovative and responsive to evolving need
- Being responsive to the needs of resident groups, such as students, homeworkers and entrepreneurs who may have different needs post pandemic

Supporting health, wellbeing and inclusion

- Contributing to the mental and emotional wellbeing of residents
- Acting as a safe steppingstone for residents returning to their lives during the pandemic recovery
- Developing partnerships with local health and wellbeing agencies (incl. the voluntary sector) to deliver improved health outcomes
- Providing targeted services to respond to particular health needs, including dementia, help combat social isolation and loneliness in vulnerable residents
- Supporting residents with mental health needs via targeted resources & safe, welcoming cool/warm spaces
- Working in partnership with youth services / wellbeing agencies targeting young people potentially at risk
- Developing more recreational events for residents with long term debilitating illnesses
- Creating welcoming environments for all users, including provision of quality user friendly public facilities that are cool in summer and warm in winter

OUR STRATEGIES – Where we will focus

Opportunities for cultural and creative enrichment

- Supporting and engaging with the Cultural Strategy (2021-2031)
- Working collaboratively with the local Arts Team, Parks Team and other cultural departments to deliver joint outcomes
- Offering and encouraging creative and cultural experiences for all ages
- Providing opportunities for people to meet and share in the social life of their local community
- Celebrating the shared and differing cultures and rich heritage of the borough
- Working to demonstrate a cohesive community feel to services to encourage diverse users

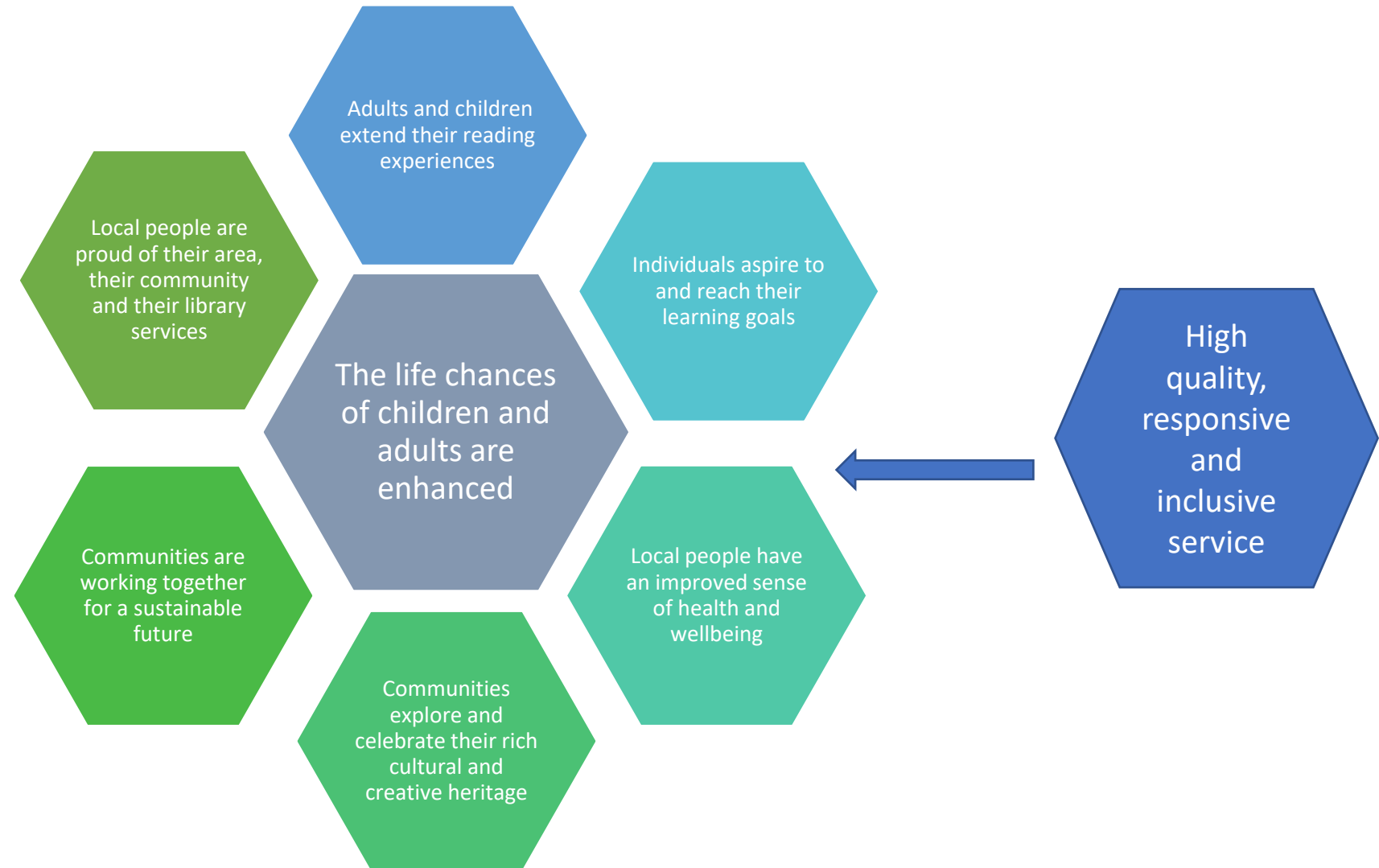
Promoting sustainable choices

- Leading by example and action within the community on environmental issues
- Maintaining high-quality book stock for loan / sharing in the community as a model of sustainability
- Working to make library buildings more sustainable and energy efficient, including opportunities for energy generation
- Working towards more sustainable electric library vehicles
- Creating opportunities for learning in the community focussed on climate change for residents
- Providing value for money services, with data to show value added and impact made
- Working in partnership with like-minded organisations to deliver sustainable community initiatives

Instilling a sense of pride and belonging

- Celebrating local people and the borough of Richmond upon Thames
- Making libraries the focal points for communities, acting as gateways to other services
- Providing employment, career pathways and volunteering opportunities for local people
- Modelling authenticity in the workforce to encourage recruitment of diverse team members
- Supporting the development of the local economy and small businesses
- Supporting town centre vitality from a position at the heart of the community
- Collecting and making accessible the rich history of the local area

OUR OUTCOMES – How everyone benefits



OUR DELIVERY – How we will achieve this

1. Providing safe and welcoming library buildings for residents

- Investing in library buildings to ensure they are sustainable and fit for purpose in the 2020s
- Making every effort to place and anchor library buildings in the heart of their communities as safe spaces
- Investing in staff and recruitment to ensure they are the right people with the right skills to adapt and respond to changing local need
- Working to maintain our position as a high performing and responsive lending service
- Listening to local people and learning how we can adapt buildings and services to meet their post-pandemic needs
- Offering library buildings and services, including sharing facilities, that residents can be proud of, places where they feel they belong and which they can rely on to be cool/warm havens during difficult times

2. Offering 'libraries without walls' via digital services

- Investing in our digital offer to ensure residents can find more materials they need online for reading and learning
- Continuing to campaign via our national bodies for reforms in eLending, leading to more choice for residents
- Regularly reviewing our digital services to ensure the right services are available to both meet and anticipate need
- Ensuring accessibility for all when using library services – 'you read and learn in your own way'
- Removing physical boundaries to participation and engagement with libraries
- Reaching out to residents through channels such as eNewsletters and social media to inform them of service offers

3. Taking services out into the community to reach those most in need

- Targeting local people in need with tailored service offers to engage and inspire them
- Promoting national campaigns (e.g. Bookstart, Summer Reading Challenge) to improve literacy and life chances
- Reaching out to people struggling with health and mental health to help them improve their wellbeing
- Involving local people in how services are delivered via consultation and volunteering programmes
- Removing invisible boundaries to participation and making services inclusive and friendly with representative staffing
- Taking advantage of consortia and partnerships to improve quality and range of services available