

Libraries Strategy for Hackney

2022-26



Introduction to the Libraries Transformation Programme

- Libraries Service Review in 2021-22 - comprehensive 12 month review of the service
- Libraries Strategy in October 2022 - a co-designed vision with 8,500 residents, staff, businesses and community groups
- Launch of the workforce restructure in the autumn of 2022
- Wholesale service change to deliver budget savings alongside modernising and improving the service to make libraries more sustainable in the future
- Completion of recruitment November 2023

Workforce restructure update

- Consultation on staffing changes - a co-designed vision with library staff
- Fit for the Future Workforce - new structure and development plan to ensure that jobs are relevant to the role of libraries now and in the future and that they provide continuing professional development opportunities
- Higher paid roles, more training, skills development, progression routes and autonomy for frontline staff
- Internal recruitment 97% successful, 24% reduction in overall staff, 36% of staff taking voluntary redundancy, manager and development roles filled internally for promotions
- Service provision - provide a core library offer that will retain a high level of quality and accessibility to all residents and empower those with the greatest needs

Service review plans

- Current review of service transformation and equalities impact assessment
- Develop new standards for delivery and robust processes for monitoring performance
- Establish a first annual report on the Libraries Strategy at the end of March 2024
- Strengthen relationship between trade unions and decision makers
- Successfully bid for funding for an LGA Peer challenge for libraries with the Local Government Association and Arts Council England to support an external review



Effectiveness and financial sustainability

Examples: Diversify income and review expenditure

Fit for the future workforce

Examples: Progression, new skills training, rewards, leadership



Inclusive, flexible and innovative library spaces and infrastructure

Examples: Extended opening hours for study, capital improvements, meeting rooms for hire

What does success for the Hackney Library Service look like?

Digital transformation/ digital inclusion

Examples: ICT pilot, Assistive Tech, Training for residents and staff



Clear communication and targeted marketing

Examples: Digital signage, new branding and targeted communications

Strong network and effective partnerships

Examples: Adult Education, IAG/Advice services, Warm Spaces, Arts and cultural partners



Tackling key inequalities - Environmental sustainability - Monitoring our progress

Progress made on the delivery of the new Libraries Strategy

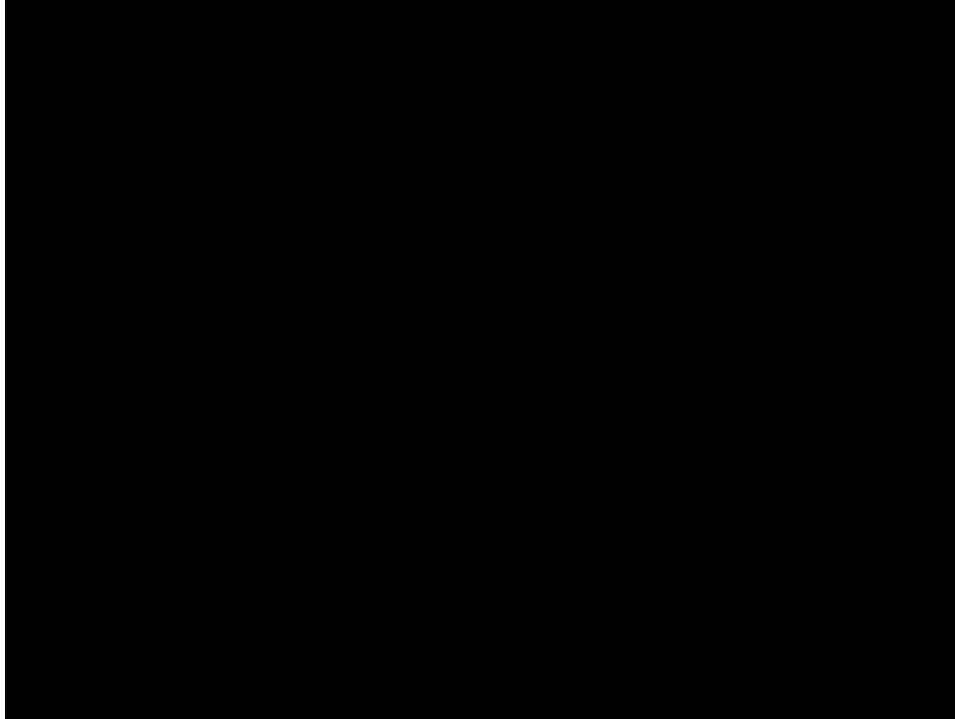
- Raised £1.1m for Libraries in capital funds for improvements, in addition to £4.5m Council investment into Stoke Newington Library repair works
- Set up training, systems and processes for safeguarding, contracting, policies and evaluation
- Carried out access audits and implementing lifts and assistive technology
- Digital transformation and inclusion - new ICT core infrastructure including new PCs, tablets, digital notice boards and visitor counters
- Health and Wellbeing: new partnerships with Homerton Hospital and CLS, Social Prescribing, John Howard Forensic Mental Health group, Public Health drop ins for Five-to-thrive, Stop-Smoking and Sexual Health Testing

Progress made on the delivery of the new Libraries Strategy

- Marketing and Campaigns - introduced new social media platforms, public newsletter, reading lists and New 'Librarians Recommend' campaigns
- Literacy and Learning - Young People consultation, new Reading Champions and Reading Ambassadors launched with Hackney Education, Chatterbooks, Partnership with Early Interaction speech
- Culture and Creativity - increased delivery of events by 80%, arts exhibitions, Black History Season, LGBT Month, Hanukkah, Islamophobia Awareness Week, new 'In Conversation with Authors' programme
- Partnerships - new working groups across the division, bi-weekly Housing Surgeries, Adult Education classes, Consultation & Engagement Team events, King's Park Moving Together partnership, Digital Inclusion Project with ICT Team

Digital Inclusion in Libraries - Feedback from the Golden Bytes Pilot Project

Hackney Libraries Service in partnership with the Council's ICT Team and
Hackney Pensioners Convention, December 2023



Link for the Video

https://drive.google.com/file/d/1aLpnd0N_uoPoYTfIFb_qb_6v3PReGcS/view?ts=65857c22